

## Kent County Council

### Job Description: Customer Support Assistant – Records Management Service

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**Directorate: Growth, Environment & Transport**

**Unit/Section: Libraries, Registration & Archives**

**Grade: KR3**

**Responsible to: Customer Services Officer – Records Management Service**

#### **Purpose of the Job:**

Assist in the provision of a compliant records management service for Kent County Council. Maintain the minimum service requirement of file acquisition and retrieval when the Customer Services Officer is absent.

#### **Main duties and responsibilities:**

- Display an active commitment to a customer focused service by placing the customer at the heart of every aspect of our work and engaging with customers in a friendly, helpful manner.
- Liaise with customers when they send new material to the RMS for example advising them on the correct process and procedures to follow before material can be deposited with the RMS.
- Answer general enquiries from customers via email and use the online ordering system. Deal with first level complaints raised by customers.
- Undertake the preparation of records and complete the appropriate paperwork upon receipt of new material in order for it to be transferred to the external supplier.
- Retrieve records from the external supplier when requested by the relevant KCC service or partner.
- Input and keep up to date the CALM Records Management system and the manual backup to ensure accuracy and consistency.
- Arrange for material to be sent out and arrange collections to and from KCC and partner buildings using the external courier.
- Use organisational Health and Safety procedures and good practice to ensure the security of buildings and the health and safety of self and colleagues.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: Customer Support Assistant – Records Management Service

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

|  | CRITERIA   |
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| <b>QUALIFICATIONS</b>                      | Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience.<br><br>IT literate and competent in the use of Microsoft Office  |
| <b>EXPERIENCE</b>                          | Experience of working with customers, dealing with enquiries and handling data of a sensitive and confidential nature.   |
| <b>SKILLS AND ABILITIES</b>                | Able to follow instructions and day to day procedures without close supervision.<br><br>Able to engage with customers to promote and deliver high quality services.<br><br>Attention to detail and problem solving skills<br><br>Able to demonstrate ability to work unsupervised and also as part of a team.<br><br>Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.   |
| <b>KNOWLEDGE</b>                           | Can demonstrate an understanding of the basic principles of UK GDPR and the Data Protection Act 2018.<br><br>Understanding of Health and Safety and equality legislation relevant to the role.   |
| <b>KENT VALUES AND CULTURAL ATTRIBUTES</b> | <b>Kent Values:</b> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile<br/><b>Curious</b> - constantly learning and evolving<br/><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> |

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|  | <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p> |
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