Kent County Council
Job Description: *Customer Service Officer*

Directorate	Growth, Environment and Transport
Unit/Section	Libraries, Registration and Archives
Grade	KR6
Responsible to	Assistant Service Manager

Job Purpose
Supervise day to day library front of house service delivery and register births and deaths.

Accountabilities
1. Ensure Library service points are staffed effectively and efficiently. Recruit, manage and appraise staff and volunteers, encouraging personal learning, development and team working.
2. Supervise activities associated with direct service delivery including dealing with customer enquiries.
3. Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. Engage directly with customers in a friendly, helpful manner, contributing to public involvement and achieving the best possible outcome for the customer.
4. Register births and deaths in accordance with legislation; maintain a working knowledge of national and service standards. Use LRA Management Systems, CaRa and web based systems to undertake service delivery.
5. Work to and within Kent County Council (KCC) regulations and ensure compliance with the Registration Acts to account for secure stock, fees, banking and recording of financial information.
6. Protect the health, safety and welfare of staff and others using our premises by ensuring that all relevant health & safety policies and security procedures are complied with, including risk assessments, and taking appropriate actions to minimise any risks.
7. Be responsible for delivering services that comply with equality policy, procedure and legislation.

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.

Qualifications	Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.
	IT literate and competent in the use of Microsoft Office.
Experience	Experience of working in a customer focused service.
	Experience of supervision.
Skills and Abilities	The ability to converse at ease with customers, answer questions and provide advice.
	Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.
	Able to manage staff performance.
	Able to demonstrate good team working skills and adaptability.
	Able to engage with customers to promote and deliver high quality services.
	Able to accurately record and input data.
Knowledge	Can demonstrate an understanding of Kent Libraries, Registration and Archives services.
	Understands Health and Safety and equality legislation relevant to the role.
Behaviours and Kent Values	**Kent Values:** • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make **Invite Contribution and Challenge** • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge and able to challenge others appropriately • Actively encourage and expect contribution

	Accountable
	• Do more for yourself
	• Take personal and professional responsibility for
	• Deliver at pace
	• Look for ways to save money
	• Look for commercial opportunities
	• Focus on outcomes