

**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Libraries, Registration and Archives (LRA)  
**Grade:** KR3  
**Responsible to:** Customer Services Officer/Supervisor

**Purpose of the Job:**

Deliver day to day front of house Libraries, Registration and Archives service.

**Main duties and responsibilities:**

- Act as the first point of contact to engage with all customers in a friendly, helpful manner.
- Assist customers with enquiries and in using services to achieve the best possible outcome.
- Carry out all the duties associated with direct service delivery. For example deliver Baby Rhyme Time or Storytime session.
- Maintain stock in good order to facilitate access and enhance presentation of service point.
- Promote services to increase use of KCC resources.
- Supervise volunteers to enhance customer use of services.
- Use LRA Management Systems, CaRa and web based systems to undertake service delivery.
- Work to and within KCC financial procedures and regulations, including cash handling.
- Be responsible for delivering services that comply with equality policy, procedure and legislation.
- Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the Health & safety of self, colleagues and public using our premises.

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*

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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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience.</li> <li>• ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience or understanding of working in a customer focused service.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate excellent communication and customer care skills.</li> <li>• Able to demonstrate good team working skills.</li> <li>• Able to engage with customers to promote and deliver high quality services.</li> <li>• Able to work within daily schedules and timetable</li> <li>• Ability to follow instructions and routines without close supervision</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding of Kent Libraries, Registration and Archives services.</li> <li>• Understands Health and Safety and equality legislation relevant to the role.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <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</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <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>