

# Kent County Council

## Job Description: *Customer Services Development Librarian*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Libraries, Registration and Archives (LRA)</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Service Manager District</b>

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

Work with specialist and local Area teams to develop and deliver quality, outcome-focused customer services and activities that promote reading and literacy, digital inclusion, active citizenship and sustainable communities.

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

- Engage customers and use local knowledge as part of an area team to help develop a service plan that is tailored to local needs, delivering effective outcome-focused partnerships, targeted outreach and advocacy to improve the customer experience.
- Monitor and evaluate performance (e.g. KPIs & outcomes) to inform and develop local customer service, business and stock plans to drive continuous improvement.
- Champion our digital resources and, working with staff and volunteers, develop and deliver local digital inclusion initiatives to enhance and promote our digital offer.
- Develop and ensure delivery of outcome-focused physical and digital activities/events, targeted outreach and advocacy, to promote our services and engage new customers.
- Enhance skill base of customer service staff through mentoring and training to address skill gaps identified collaboratively with Service Manager and Assistant Service Manager.
- Ensure good coordination between operational and specialist teams to maximize efficiency and deliver an excellent customer experience and maximise the reach of LRA services.
- Develop local history and stock collections using allocated resources and work with volunteers to enhance and promote the local studies offer.
- Ensure organizational Health & Safety procedures and practices are used to maintain 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.

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### Person Specification: *Customer Services Development Librarian*

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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/Diploma level 3 or can demonstrate equivalent depth of knowledge and experience.</li><li>• GCSE or equivalent IT qualification or can demonstrate equivalent level of skill.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Significant experience of developing &amp; delivering customer services.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Able to take effective action when identifying areas of performance that do not meet required service standards</li><li>• Able to engage with customers and colleagues in an appropriate manner to ensure high quality service delivery</li><li>• Able to provide guidance and training to staff</li><li>• Able to co-ordinate, manage and evaluate small projects allocating resources appropriately.</li><li>• Able to multi-task, organise and prioritise own workload in order to meet deadlines and deliver outcomes.</li><li>• Good team working skills.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Awareness of current developments in the library sector locally, regionally and nationally</li><li>• Understands the principles of motivating and developing others.</li><li>• Understands Health and Safety and equality legislation relevant to the role.</li></ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are brave. We do the right thing, we accept and offer challenge</li><li>• We are curious to innovate and improve</li><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li></ul>

	<p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> <li>• Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</li> <li>• Curious - constantly learning and evolving</li> <li>• Compassionate and Inclusive - compassionate, understanding and respectful to all</li> <li>• Working Together - building and delivering for the best interests of Kent</li> <li>• Empowering - Our people take accountability for their decisions and actions</li> <li>• Externally Focused - Residents, families and communities at the heart of decision making</li> </ul>
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