

Kent County Council

Job Description: *Customer Support Assistant – Stock Services*

Directorate:	Growth, Environment and Transport
Unit/Section:	Libraries, Registration and Archives
Grade:	KR3
Responsible to:	Team Leader – Stock and Specialist Services

Purpose of the Job:

As part of the Stock Services Team, assist in providing efficient stock and other specialist functions which support the delivery of effective services for customers.

Main duties and responsibilities:

- Supporting the efficient acquisition of stock; making effective use of the library management system for receipting, invoicing and accessioning; entering data as required under the direction of the Cataloguer and Stock Team Leader and prioritising the workflow as required.
- To assist with the day to day running of the customer request and interlibrary loans service, including bibliographic checking, process monitoring and ordering. Ensure that all satisfied requests are delivered as quickly as possible meeting required performance management measures.
- Assist with the delivery of specialist services; including Open Access, music & drama, and specialist county collections. Retrieval of stock and maintaining the requests service associated with the collections. Undertake clerical duties associated with countywide stock management and special collections.
- Support the distribution service to all service points, including HM Prisons and other County Council offices. Sort deliveries of incoming stock, stock from suppliers and service points and other materials for distribution. This may require lifting and handling of stock items as required. Adhere to agreed security arrangements required when handling stock for HM Prisons.
- Liaise with internal and external customers under the direction of Stock Services Team Leader and provide guidance and support as required. Resolve order and invoicing queries with outside suppliers and other council sections.
- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. Engaging with customers in a friendly helpful manner; contributing to public involvement and achieving the best possible outcome for the customer.
- Work to and within KCC financial procedures and regulations and adhere to audit requirements, 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 and 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 – Stock Services*

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
QUALIFICATIONS	Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience. IT literate and competent in the use of Microsoft Office.
EXPERIENCE	Experience or understanding of working in a customer focused service. Experience of using computer systems for library management, administration and financial control. Experience working in a busy office environment with competing and changing priorities.
SKILLS AND ABILITIES	Able to demonstrate excellent communication and customer care skills. Ability to follow instructions and routines without close supervision. Able to demonstrate ability to work unsupervised and also as part of a team. Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.
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: <ul style="list-style-type: none">• 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent</p>

	<p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
--	--