

Kent County Council

Job Description: *Gateway Co-ordinator*

Directorate: Strategic and Corporate Services
Division: People and Communications
Department: Marketing and Resident Experience (MRX)
Grade: KR9
Responsible to: Operations Manager (Gateway)

Purpose of Job

The Gateway Coordinator will be responsible for the day-to-day operation of Ashford Gateway Plus and aspects of delivery at Tenterden Gateway. Lead on future Gateway project developments as they arise and work closely alongside Kent County Council departments, public and voluntary sector partners.

Main duties and responsibilities

- Manage the on-going stakeholder relationships within Gateways, developing new partnerships with public and 3rd sector partners to design new service provision or to improve service delivery for Kent residents.
- Ensure that the most accurate and updated service specific information about policy or procedural changes from core stakeholders and partners is provided to enable all staff within the Gateway partnership to respond effectively to customers, improve standards and to provide a holistic respond to customer needs.
- Ensure best practice in customer services operation and management by continually improving and redesigning the service delivery, focussing on the customer journey and channel migration
- Review, forecast and plan resources to maximise available budget and drive efficiencies and increase value for money.
- Prepare all documentation relevant to the effective management of the Gateway Partnership for Core Stakeholders in line within individual requirements and timescales.
- Champion equalities & diversity in all service provision, ensuring that Gateway services meet the needs of all Kent residents.

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

Kent County Council

Person Specification: *Gateway Co-ordinator*

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	NVQ 4 (or equivalent) or relevant professional qualification Kent Manager - Completed or working towards or be willing to work towards Kent Manager qualification.
EXPERIENCE	Private/public sector experience of supervising a front-line customer focused enquiry service Previous experience developing services for complex need resolution. Experience of managing a multi-agency partnership. Previous experience of budget monitoring
SKILLS & ABILITIES	Ability to build excellent working relationships with colleagues at all levels both internal and external to the organisation Excellent communication skills, both written and verbal Presentation skills to effectively communicate issues to staff and colleagues Effective organisation skills with the ability to work effectively within tight deadlines Ability to recognise complex issues and find workable solutions Ability to recognise and handle sensitive and confidential information Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	Knowledge of customer flow management information systems Understanding of local government, public service or large organisations' culture and structure Good level of knowledge of customer care/service expectations and service standards Good understanding of how to motivate staff in a face-to-face environment
Behaviours and Kent Values	<ul style="list-style-type: none">• We are brave. We do the right thing, we accept and offer challenge

- | | |
|--|--|
| | <ul style="list-style-type: none">• 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 |
|--|--|

Our values enable us to build a culture that is:

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

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making