



Role Profile

Lead Officer (Fleet, Home(s) and Deliveries)

Reference No.	CS1879	Type	Individual
Service	Fife Cultural Trust		
Job Family	Para-Professional 4	Grade	FC6

Purpose

The Customer Services and External Relations Team focus on all areas of customer services and service delivery across the organisation to ensure that all customers have the highest standard of service and an exceptional customer experience in all of the Trust's facilities.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Ensure team members are able to assist customers, clients in a positive and helpful manner, and that they are able to answer most enquiries. Assist team members with more complex enquiries or complaints/issues.

Monitor and evaluate the service offered, making recommendations for adjustments and improvements as necessary. Including monitoring and dealing with vehicle review (Mobiles, Macs and Distributions Vans)

Person Specification: Skills, Knowledge,

Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Libraries/ museums/ culture sector experience
Direct customer assistance
Staff supervision & training
Managing schedules & programmes

✓

HNC or degree in relevant professional discipline
ECDL or equivalent evidence of ICT skills

✓

Partnership working skills
Relevant professional qualification e.g.

✓

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	Chartered Librarian / Associate Museum Association / equivalent post-graduate certification relating to fleet.		✓
Promote all FCT services, including via social media/ website and other avenues particularly within the designated area of responsibility, e.g. exhibitions, displays, activities, storytelling, reading groups, Open Days, taster sessions, etc.	Knowledge of customer needs, particular target groups Knowledge of health & safety issues Training skills Analytical skills Customer-focused approach Team leadership skills Self-motivated to succeed	✓	
Maintain and manage relevant areas of stock and exhibitions, ensuring a high standard of presentation and stock availability.	Stock & collections management and monitoring Public library / museum experience Service surveys and consultation for developments		✓
Lead, and participate in, FCT working groups as required in order to improve the customer experience	Excellent communication skills Excellent organising skills	✓	
Ensure manual and computer-based databases are updated as required.	Lifelong learning principles and initiatives Creative and imaginative Demonstrable interest in books, heritage, information and learning Awareness of current professional developments		✓
Ensure staff are adequately trained to carry out their roles - ensuring induction and ongoing training are carried out.			
Supervise staff and monitor the progress of work.			
Assist with the recruitment and selection of staff; appraisal process and managing and developing staff as required.			
Ensure appropriate record-keeping for recording financial transactions, etc. is carried out in accordance with Trust policies and procedures.			

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Oversee the collection and collation of statistical data for input to management information systems.			
Ensure the working area is safe and collections secure, dealing with and reporting any defects through the agreed procedures for building and workplace maintenance.			
Monitor the expenditure of any delegated budgets. Supply financial records and statistical information for on-going projects and funding applications, etc, as required.			
Monitor and record and incoming and out going internal mail (so all mail can be tracked) as well as the use of assets across the Customer Service department and report as required via the Operations and Marketing Team.			
Ensure compliance with required Health and Safety Statutory checks for vehicles and ensure reporting of such as required.			
Contribute to the wider organisational development of FCT and support the development of cross-Trust collaboration and coordination of service delivery. Contribute to, and deliver against, FCT's strategic objectives and associated strategies, eg business plan, financial plan, customer services plan, communications plan. Adhere to, and cooperate in the implementation of, FCT's corporate policies and procedures eg Code of Conduct, Scheme of Delegation, financial policy, health and safety policy, etc			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

<p>Additional Information – the following information is available:</p>	<p>Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:</p>
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- Skills Framework (if applicable)
- **How** we work matters

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results