

## Kent County Council

### Job Description: Business Management Officer

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Finance/Pensions &amp; Treasury</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Senior Pensions Programme Manager</b>

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

To provide comprehensive and high quality administrative and business support to the Pensions and Treasury Service.

Contribute to the attainment of core business objectives and the fulfilment of corporate requirements and responsibilities across a wide range of policies, projects and other initiatives. Lead and manage project activities, provide professional support and deliver a high-quality service to the Pensions & Treasury Service. Lead on specific work packages where appropriate.

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

1. Provide service support to colleagues as required, including but not limited to: diary management; meeting organisation (including preparation of minutes); assistance in the preparation of various papers/documents in different mediums (including MS Word, MS Excel, and MS PowerPoint).
2. Manage and enable the delivery of that promoted by the Service, to ensure the successful implementation and completion of projects within defined processes and to the appropriate timescales. For example, this may involve the preparation of trackers for monitoring delivery performance and/or interpreting a range of data sources for research/investigation purposes. Alternatively, it may involve coordinating project inputs to ensure efficient delivery, such as for Pensions & Treasury briefing events or contact with the Fund's Employers.
3. Lead and deliver the Service's communication and messaging process so that Board and Committee Members are up-to-date and aware of changes. Be responsible for allowing others access to shared information, ensuring that sensitive data is handled and managed appropriately..
4. Maintain effective communication to ensure smooth service delivery. Support the development and implementation of contingency plans where appropriate, such as in the event of a cyber security crisis. Maintain regular and effective communication with colleagues at all levels within the Service and beyond, as well as multi-agency partners.
5. Support the financial control of budgets escalating anomalies, to help the smooth running of service. Procure goods and services for the Pension and Treasury Team via KCC procurement systems (ie. that relating to hotel stays, transportation, training/conferences, stationery, goods and equipment). Take responsibility for holding the section purchase card (credit card), reconciling spends at the end of each

month. Process and manage new supplier setups, purchase orders and invoicing as appropriate.

6. Lead, maintain and undertake business information management housekeeping. Be responsible for ensuring structure charts are kept up to date, new starter processes have been undertaken and completed and that ICT tickets are raised as appropriate (re. ICT concerns or complications). Ensure Board and Committee Member training is managed effectively, including the maintenance of training records and the distribution of training material.
7. Apply experience to solve complex business information management problems. On some occasions, accountabilities will be service specific and require knowledge of technical Pension Fund processes (eg. weekly pension administration payment reconciliation; mortality pension administration processing; ERNs assignment). There may also be the requirement to retrieve information from a range of stakeholders (the Fund's employers, suppliers, stakeholders) where information difficult to obtain. Direct engagement will be required with Pension Board and Committee Members, to meet their business administration needs.

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: Business Management Officer

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to NVQ Level 4/ 5, or equivalent, or proven ability to deliver the requirements of the post.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working within an administrative environment</li> <li>• Experience of working under pressure to manage priorities and meet tight deadlines using project management skills.</li> <li>• Experience of communicating with a range of customers such as senior KCC staff, elected Members, and senior external contacts.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills, with the ability to communicate effectively with different audiences.</li> <li>• Ability to organise and prioritise personal workload.</li> <li>• High level of accuracy.</li> <li>• Ability to identify more efficient ways of working and understand information systems.</li> <li>• Ability to work without regular supervision.</li> <li>• A “can do” approach to all tasks, with a focus on customer service.</li> <li>• Ability to monitor, develop and maintain databases and spreadsheets.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Advanced knowledge of Microsoft Office applications (including Outlook, Word, Excel, Publisher, Access, OneNote, PowerPoint and Teams).</li> <li>• An awareness of governance, data protection and confidentiality issues.</li> <li>• Awareness and understanding of KCC’s and the Kent Pension Funds overall business, priorities and organisational processes</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>