

Kent County Council

Job Description: *Senior Technical Support Officer*

Directorate:	Adult Social Care and Health
Unit/Section:	Operational Support Unit/ Technical and Business Operations
Grade:	KR6
Responsible to:	Senior Business Support Officer

Purpose of the Job:

Act upon referrals for a range of services for Protection of Property, Fast Track Equipment/Adaptation, Assessment Clinic, Partner Agencies, Telecare and Adult Service Systems Training, and Business Support activities for the Directorate. Support the Team Leader and Supervisor to assist in the smooth running of the service and taking a proactive role in relation to its day to day functioning.

Main duties and responsibilities:

- Prioritise and process referrals in an efficient and timely manner, sourcing the appropriate services in line with client care requirements and Kent County Council policy and procedures and ensure the flow through the health and social care operating model.
- Act as lead supporting officer in the Protection of Property across the county. Liaise with, and travel to, community teams, providers/suppliers, client representatives to arrange new, and maintain existing care provision to meet client needs.
- Provide a comprehensive business support service to a Senior manager/group of managers/team, allocating work to other support staff where appropriate, reviewing all correspondence and tracking replies within the appropriate timescales where necessary, in order to enable the line manager to discharge their duties effectively.
- Assist with the recruitment, supervision, training and appraisal of support staff, including the monitoring of quality, levels and timescales of work, ensuring that there is adequate cover, in order to provide an efficient and effective secretarial and administrative service as required by the Senior Business Support Officer
- Plan, organise and coordinate internal and external meetings, including large gatherings such as seminars involving external agencies and speakers, preparing itineraries and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered.
- Devise and oversee a range of administrative tracking systems, including monitoring all initiatives and projects in which the manager is involved, correspondence, complaints and staff annual and sick leave, to ensure that progress is maintained on behalf of the line manager where possible and that all relevant action is taken as necessary.

- Oversee the development and review of all office systems, including the database and filing systems, both computerised and manual, tracking key documents, to ensure that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Research, coordinate and analyse data, chasing individual responses from senior managers relating to specific issues on behalf of the line manager, to ensure that any reports to management teams, Cabinet or Committees are prepared and submitted within agreed timescales.
- Oversee the administration of financial and procurement systems relating to expenditure and income in accordance with financial regulations and directorate procedures.
- Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.

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 post.

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Person Specification: *Senior Technical Support Officer*

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 level or equivalent or NVQ2 in Administration or equivalent <ul style="list-style-type: none">• Willingness to work towards NVQ3 if required
EXPERIENCE	<ul style="list-style-type: none">• Experience of working for to a senior manager in local Government• Experience of drafting reports and correspondence• Experience of supervising staff
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Report-writing skills and ability to draft correspondence• Supervisory skills• Ability to undertake training and recruitment• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contracts• Computer literacy – ability to produce a range of documents and reports, including non-standard reports, using Windows wp package, Excel spreadsheet and database functions• Ability to undertake research and analyse data• Diary and time management skills• Ability to organise own workload and that of others to achieve a range of deadlines• Ability to balance constantly changing priorities• Ability to work within a climate of change• Ability to take a proactive approach• Ability to develop, monitor and maintain effective computerised and manual systems and to suggest improvements• Ability to investigate complex queries and anomalies when required• Ability to take accurate notes and minutes of meetings• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned• Co-ordination skills when arranging meetings and appointments and arranging client care arrangements when required• Ability to oversee the administration of financial systems• Commitment to equalities and the promotion of diversity in all aspects of working

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of the services provided by Kent Adult Social Services and detailed knowledge of services provided by the team • Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol • Knowledge of a range of IT systems
	<ul style="list-style-type: none"> • Knowledge of computerised and manual filing systems • Awareness of new initiatives, policy changes and the impact of any restructuring within the Directorate • Awareness of Data Protection and confidentiality issues • Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <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</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>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>