

Directorate: Growth, Environment & Transport (GET)

Unit/Section: Highways & Transportation (H&T)

Location: Invicta House, Maidstone

Grade: KR7

Responsible to: Business Manager

Purpose of the Job:

Work as part of a team to support the management of business improvements, processes, projects and performance analytics across H&T, GET, KCC and third-party suppliers.

Main duties and responsibilities:

1. The post holder will be required to work closely with users at all levels in H&T as well as external partners to ensure the team meet the current and future needs of H&T
2. Be the first point of contact for the H&T Performance and Customer Service mailbox providing advice to support professional staff with enquiries, issues and requests in a timely manner. Updating and distributing escalation charts
3. Assisting teams within H&T, GET and the wider KCC to identify issues, recommend and improve business processes, performance, customer service and organisational development
4. Assist with the creation of data driven dashboards with trend analysis using tools like PowerBi to support key performance indicators for operational performance management
5. Assist with the production of data analytics and the reporting of this data to support managers and system users to understand and improve the service they are responsible for through the retrieval, analysis, preparation and distribution of weekly, monthly, quarterly and annual performance data to Corporate teams, Directors, managers, H&T teams, individuals and promote the importance of accurate and consistent data collection and recording
6. Assist in the gathering and reporting of Freedom of Information trend data to external stakeholders on the KCC website
7. Provide project support and planning as directed by the Business Manager. Creating, maintaining key documents like project risk registers, status and progress registers, action plans
8. Support the Business Manager in the creation and updating of key documents like the Business Continuity Plan, Structure Charts, Business Plans, Corporate submissions, quarterly reports, newsletters, guidance and training documents

9. Support the Business Manager as required. Attend conferences, workshops, fairs and meetings as appropriate. Carry out administrative tasks as directed such as ordering business cards and monitoring expenditure. Assist H&T managers with liaising and engaging with internal and external stakeholders. Provide cover for the other Business Officer and assist with the supervision of apprentices

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: Business & Performance 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 (if essential)	<ul style="list-style-type: none"> • Level 3 English and Maths (GCSE A-C or equivalent)
EXPERIENCE	<ul style="list-style-type: none"> • Demonstrable experience in one or more related disciplines such as ICT systems, performance management, process mapping, data analysis, business planning, management or development, customer care. • Working with internal and external partners and suppliers • Experience gathering, analysing reporting and presenting data using software like the Power Platform tools Power Bi, PowerApps & Power Automate.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good IT training or can demonstrate equivalent level of skill. (e.g., in Microsoft 365 applications) • Ability to manage and prioritise complex workloads. • Excellent written communication skills are particularly important, as are accuracy, common sense and enthusiasm. • An ability to work to deadlines and under pressure. • Self-motivated and able to influence others to achieve best results with the minimum of supervision. • Able to network and communicate effectively with a range of stakeholders (technical and non-technical) and identify opportunities for new projects and services. • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public. • Strong team-working skills and willing to support colleagues and contribute to collective problem solving and creative thinking. • Able to identify and contribute to areas of service improvement
KNOWLEDGE	<ul style="list-style-type: none"> • A detailed understanding of the use of various Microsoft applications • Knowledge of the Data Protection Act. • Good knowledge of KCC as an organisation including the political and strategic issues relating to performance management. • Understanding of KCC practices and guidance • Good understanding of the processes of local government and the principles of good project management • Good analytical and problem-solving skills. • Customer care • To understand the basic functions of the County Council and a highway authority. • Equalities Act 2010

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- 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

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

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)