

Kent County Council

Job Description: Business Support Assistant

Directorate:	Chief Executive's Department
Unit/Section:	Infrastructure
Grade:	KSC
Responsible to:	Business Assurance Manager

Purpose of the Job:

Provide an administrative support service to the Infrastructure division and support the Business Support Team as required 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:

1. Produce all types of word processing, from handwritten and recorded sources, drafting routine correspondence on behalf of the line manager and/or other staff, and tracking responses to correspondence and other paperwork within appropriate timescales, in order to provide a reliable and high quality service to Directorate managers.
2. Act as the main point of contact for the Unit/section, investigating queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible, and receiving visitors in a courteous, prompt and efficient manner, in order to ensure that staff, service users and members of the public who contact the Unit are dealt with efficiently and consistently.
3. Assist with maintaining and monitoring all office systems, including the database and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
4. Assist in the day to day administrative functions of the team/service, in addition to the monitoring of emails and telephone messages for appropriate team members, stationery ordering and the processing of mail etc, in order to facilitate the smooth running of the team.
5. Arrange and co-ordinate appointments and meetings on behalf of the line manager and other staff within the Unit, including large gatherings such as seminars involving external agencies and speakers, dispatching the relevant documents and taking minutes where required, to ensure that the whole process runs smoothly and that any action points are followed up at the end of the meeting.
6. Update, modify and retrieve data on both manual and computerised systems, preparing standard and non standard reports, cross checking data held on different systems to ensure accuracy and developing new systems to meet information needs in order to provide accurate and reliable information, on which management decisions can be made.
7. Administer personnel procedures on behalf of the line manager/team, including diary management, the recording and monitoring of annual leave, sickness absence, traveling

expense forms. Resolving issues and seeking guidance on more complex issues, in order to inform the preparation of rotas and workforce planning.

8. Assist in maintaining and monitoring financial records relating to expenditure and income, including the preparation of invoices for payment and processing charges. Identifying and investigating anomalies on behalf of the line manager, in order to ensure that financial information and procedures relating to the team are accurate, up to and follow the Directorate procedures.
9. Responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.

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.

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 2 (or equivalent)
EXPERIENCE	- Experience in office administration - Experience of a one team approach and working collaboratively within a wider team
SKILLS AND ABILITIES	- Good keyboard, minute taking skills and ability to use the embedded tools to work efficiently in Outlook & Teams - Computer literate in MS Office packages including Word, Excel, and PowerPoint - Literate & numerate - Confident telephone manner - Good interpersonal and organisational skills - Excellent interpersonal and communication skills both oral and written. - Ability to plan and prioritise workload and meet deadlines - Able to work on own initiative - Able to work to deadlines
KNOWLEDGE	- Knowledge of working system, i.e. filing - Knowledge of the key elements in successful office administration - Knowledge of the capabilities of system tools such as case management, Organising capability, Communication and Recording capability etc. such as Teams, Zoom, Outlook and similar
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

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| | <ul style="list-style-type: none">• We are strong together by sharing knowledge• We are all responsible for the difference we make |
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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