

Kent County Council

Job Description: *Business Support Officer*

Directorate:	Children, Young People & Education
Unit/Section:	Children's Commissioning
Grade:	KSD
Responsible to:	Total Placement Service - Business Coordination Manager

Purpose of the Job:

Provide a range of business, administration, financial and systems services to internal and external customers. Demonstrating a high level of knowledge, skill, experience and acumen in these areas.

Propose changes to improve the business systems and data processes for the purchase of resources for children and families countywide. Analyse financial information, identify discrepancies and resolve complex financial queries referring issues to managers as appropriate.

Main duties and responsibilities:

- Support the service through undertaking key business support administration tasks such as; dealing with telephone enquiries, correspondence, minutes, room bookings, producing reports, assisting with PowerPoint presentations to ensure the smooth running of the service adopting a positive and helpful attitude.
- Provide specialist advice to key stakeholders on business elements including systems and finance referring issues to senior staff as required
- Contribute to meetings with key stakeholders to ensure that services/processes are continually reviewed and improved where possible
- Devise, maintain and monitor the business, financial, database systems and filing systems, both computerised and manual. Be familiar with and adhere to the council's policies relating to these matters and carrying out relevant tasks.
- Effective data quality and management; Undertake all financial tasks required to maintain and modify the business systems such as set up new providers and make changes, responsible for business trackers uploading and amending costs, authorisation of invoices in line with contractual terms and conditions, reclaim overpayments, analyse reports and action findings to ensure accurate and reliable data is recorded to enable management to make sound decisions. Ensuring compliance to policies, procedures and governance
- Identify, investigate and find solutions to business queries (routine and non-routine activities) using your own judgement to resolve complex queries and complaints, referring to management as required

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: *Business 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	• Level 2 or 3 Diploma in numeracy, literacy and IT skills or equivalent • Willingness to work towards NVQ3 in Administration or equivalent
EXPERIENCE	• Experience of working as part of a team • Experience of working autonomously • Experience of a customer or service user facing environment • Experience of office, business and financial administration • A financial background or a high level of finance acumen
SKILLS AND ABILITIES	• Excellent Interpersonal and communication skills at all levels, verbal and written • Excellent business administration skills • Excellent Microsoft Skills – competence use of Word, Excel, PowerPoint & Outlook • Ability to monitor and process accurate financial records; payment and invoice management of all services purchased • Ability to plan and organise your own workload to achieve deadlines and incorporate change effectively as required • Ability to take a proactive approach in all tasks ensuring work is delivered to a high standard within prescribed timescales • Ability to support development, monitor and maintain effective computerised and manual systems to suggest improvements • Ability to investigate and resolve complex queries when required • Ability to take accurate notes and minutes of meetings • Effective diary & time management skills • Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	• Knowledge of Commissioning, financial regulations and contracting procedure within KCC • Awareness of Children and Families legislation and statutory requirements • Awareness and effective implementation of Data Protection, GDPR and confidentiality issues • Knowledge of a range of IT systems • Knowledge of computerised and manual filing systems
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
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