

Kent County Council

Job Description: *Assistant business support officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Kent Country Parks
Grade:	KR4
Responsible to:	Country Parks Operations Manager
Location:	Based at Invicta House, Maidstone with flexible working

Purpose of the job:

As part of the business support team you will help ensure the provision of an effective administration and support service to the Kent Country Parks team. Provide a supporting role in the marketing activity of Kent Country Parks and the services and products the teams deliver.

Main Duties and responsibilities:

- Maintain systems and processes to ensure systems linked to the service (e.g. customer enquiries, complaints, key performance indicators, service vehicles, H&S, education/teambuilding/venue hire bookings) are managed effectively and efficiently.
- Provide excellent customer service through high quality communication via email, phone and face to face.
- Assist in the administration of financial systems relating to expenditure and income e.g. setting up orders, processing invoices, monitoring expenditure.
- Support site based staff at the country parks; for example through event delivery and administrative support
- Support the Apprentice role including monitoring of quality of work and well-being matters
- To support and produce a range of templates, publications and materials supporting external communications, marketing and business support management functions.
- Supporting the delivery of the marketing plan through a range of tactics including traditional media, print, digital (website, Facebook, Twitter), promotional material, events, stakeholder engagement and e-CRM.
- Working with the colleagues in KCP to action internal requests for communication support, including creating marketing literature on Canva and proactive social media activity
- Supporting the wider team on communications' handling in response to operational incidents/issues and responding to reviews and complaints

- Undertake appropriate tasks and projects, commensurate the level of this role to contribute towards the business aims of the service.

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: *Assistant 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	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent • NVQ Level 2 in administration or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Experience of administrative duties and/or a supporting role • Experience of working on own initiative • Experience of using social media for marketing and customer relations
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent organisational skills • Ability to multi-task • Customer care and interpersonal skills • Very good computer literacy skills • Attention to detail in written communications and marketing material including proof reading • Ability to take accurate notes or minutes of meetings • Ability to interpret financial data • Ability to travel to country parks across the county • Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of a range of IT systems • Knowledge of computerised and manual filing systems • Awareness of data protection and confidentiality issues • Knowledge of the use of social media, website and marketing materials or packages
BEHAVIOURS AND KENT VALUES	<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