

Directorate: Children, Young People and Education
Unit/Section: Safeguarding, Professional Standards and Quality Assurance
Grade: KR5
Responsible to: Business Support Lead

Purpose of the Job:

To provide administrative and business support to a team of practitioners to ensure the effective delivery of services to children, young people and families.

To assist in the smooth running of the team and take a proactive role in the day to day functioning of the service.

Main duties and responsibilities:

- To undertake the day to day administrative and business support functions of the team and the wider service including the monitoring of emails and telephone messages for team members.
- Produce all types of documents (from quarterly reports to presentations) drafting routine correspondence on behalf of the service and tracking responses within appropriate timescales, presented professionally and accurately.
- To monitor and update systems in an accurate and timely manner. Pulling statistics on demand, following up on actions and recommendations and the filing of reports. This includes mailboxes and information management systems, trackers, databases and electronic files.
- To quality assure data held on different systems to ensure accuracy, in order to provide reliable information on which management decisions can be made.
- Arrange and coordinate a range of meetings on behalf of the service, electronically dispatching the relevant documents in advance of the meeting and fully maximising the use of IT equipment to record meetings for internal and multi-agency meetings/conferences.
- Ensure that meetings run smoothly, and action points are followed up.
- Managing the Safeguarding inboxes, resolving queries independently where possible
- Event management responsibilities for the PSW drop-in sessions
- Manage the PSW team pages on the internal Safeguarding Unit's SharePoint information pages.
- Monitoring safeguarding alerts via liberi and DHR and SAR work, led by the Service Managers.

Kent County Council

Person Specification: *Business Support Officer – PSW Team*

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 or Level 2 Diploma in Business Administration or equivalent
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent interpersonal skills.• Literacy, numeracy, and IT skills - ability to produce a range of documents and reports using Microsoft Office, databases and case management systems.• Ability to develop and maintain effective computerised filing systems.• Ability to organise and prioritise workload to achieve deadlines.• Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies.• Co-ordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points.• Ability to travel to and from service delivery points, meetings and training when required.
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none">• Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, Excel, and PowerPoint)• Knowledge of the services provided by Kent Integrated Children's Services and detailed knowledge of services provided by the PSW team.• Awareness of policies and procedures in relation to Safeguarding, Data Protection, Health and Safety, Equalities and Diversity
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 cultural attributes:</p> <ul style="list-style-type: none">• Compassionate & inclusive.• Working together – building and delivering for the best interests of KCC.• Externally focused – residents, families, and communities at the heart of decision making.• Flexible/agile – willing to take (calculated) risks.• Empowering – our people take accountability for their decisions and actions.• Curious – constantly learning and evolving.