

Kent County Council

Job Description: Business Support Officer

Directorate: Growth, Environment & Transport

Unit/Section: Libraries, Registration & Archives

Grade: KR5

Responsible to: Service Manager – Business Support

Purpose of the Job:

Provide comprehensive financial and administrative support to Senior Management Team and Service Managers, staff and service points in the Districts and service teams.

Main duties and responsibilities:

- Provide a range of financial and administrative support to Service Managers and their teams, adhering to the relevant quality standards. For example; providing support on spreadsheets, placing orders, setting up new suppliers.
- Assisting Budget Managers in detailed budget monitoring of designated budgets, ensuring compliance with Kent County Council (KCC) financial procedures and that audit requirements are met. Ensure that the recording, processing and reconciling of income and expenditure is carried out to a high standard and Managers are informed of any discrepancies or exceptions.
- Liaising with Budget Managers to enable them to reconcile the LRA budget on the Collaborative Planning system in accordance with the published timetable. Hold regular budget monitoring meetings with Budget Managers providing advice, information and support.
- Provide advice to staff on income/payment procedures, banking, coding, batching etc. Responsibility for Imprest accounts/petty cash payments and receipts, monitoring adherence to Imprest procedures and reporting irregularities or exceptions.
- Maintain and supervise the use of and access to office equipment and manual and computerised filing systems to ensure effective and efficient running of office and administration services. Maintain the asset register for the Area/team. Monitor the use of shared directories to ensure that these systems are used efficiently and appropriately.

- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. For example: engaging with customers in a friendly, helpful manner; contributing to public involvement and achieving the best possible outcome for the customer.

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: 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	Educated to GCSE/NVQ Level 3 or can demonstrate equivalent depth of knowledge and experience.
EXPERIENCE	<p>Experience of working in an office, administration or finance environment.</p> <p>Experience of dealing with customers, staff and volunteers and dealing with enquiries of a sensitive and confidential nature.</p>
SKILLS AND ABILITIES	<p>IT literate and competent in the use of Microsoft Office</p> <p>Ability to prioritise and organise own workload to achieve required outcomes to agreed timescales, working with little direct supervision.</p> <p>Ability to understand complex information, complete accurate financial records and returns in line with KCC's financial procedures and timetables, promoting financial best practice and highlight financial issues.</p> <p>Ability to deal with everyday problems and identify which should be escalated.</p> <p>Able to support, advise and liaise with wider teams and communicate using a variety of ICT systems.</p> <p>Can work individually and as part of a team.</p>
KNOWLEDGE	<p>Good understanding of ICT systems, software and data bases to do the job and excellent Excel skills.</p> <p>Knowledge and experience of finance procedures and audit requirements.</p> <p>An awareness of services and activities offered by Libraries, Registration and Archives.</p> <p>Aware of equalities legislation and the need to make services accessible to all customers.</p>

<p>BEHAVIOURS AND 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 values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>