

Directorate: Growth, Environment and Transport
Unit/Section: Kent Country Parks
Grade: Apprentice Level 3
Responsible to: Kent Country Parks Catering Services Manager

Purpose of the Job:

Work as part of the catering services team, providing administrative support services to meet the business needs of the Country Parks 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:

- Undertake a range of day-to-day administrative functions of the team/service, in order to facilitate the smooth running of the service. Located within the catering services team you will have a particular focus on supporting the expanding catering function within Country Parks.

Duties will include:

- Customer enquiries – monitor mailboxes, answer internal and external enquiries via email, telephone or post. Assist with customer enquiries in a prompt and courteous way or pass to the appropriate person.
 - Use and assist in maintaining the online Country Parks booking system – manipulation of data, helping customers with bookings and enquiries.
 - Download and inputting relevant data into relevant spreadsheets
 - Filing – paper and electronic. To file documents in the appropriate place.
 - Helping at Country Parks – to travel to a country park and undertake all ad hoc admin duties given by the Catering and Visitor Services Teams.
 - Photocopying, scanning and printing of documents.
 - Minute and attend team leader meetings, catering services meetings and site meetings.
 - Arrange meetings – including meeting/greeting of visitors as necessary.
 - Process invoices for payment
 - Assist in the catering services online presence – react/respond to comments made on sites such as TripAdvisor, Google and Facebook.
 - Assist with the 2021 customer survey and Country Parks Strategy renewal.
 - Ability to manage workload/time whilst working remotely during COVID restrictions.
- Maintain a range of manual and electronic filing systems, spreadsheets and data storage systems ensuring that the information held is relevant, up to date and accurate and held in line with the Data Protection Act.
 - Provide any other administrative support to Country Park's team that maybe required, as directed by your line manager or other senior member of staff.¹

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.

Kent County Council

Person Specification: *Business Support Apprentice – Kent Country Parks*

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
SKILLS AND ABILITIES	<ul style="list-style-type: none"> ▪ An ability to work within a team as well as on own initiative with more straightforward tasks ▪ Good level of computer skills including the ability to use Microsoft Office including Word, Excel and PowerPoint. ▪ Organised and efficient ▪ Good communication and interpersonal skills as well as a flexible approach ▪ Good written communication skills are particularly important ▪ Accuracy ▪ Excellent customer care skills – patience & understanding
KNOWLEDGE	An understanding of Country Park's and the catering services provided to customers.
BEHAVIOURS AND KENT VALUES	<p>Customer Orientation</p> <ul style="list-style-type: none"> ▪ Takes trouble to really understand what the customer is asking for <p>“Can-Do” Approach</p> <ul style="list-style-type: none"> ▪ Adopts a positive ‘can do’ attitude to problems, and is willing to ask for help when unsure <p>Communication & Customer Care</p> <ul style="list-style-type: none"> ▪ Is friendly and approaches customers (internal and external) with confidence, respect and sensitivity <p>Teamwork and cooperation</p> <ul style="list-style-type: none"> ▪ Responds positively to requests for information ▪ Shares information and keeps other team members up-to-date with what is going on <p>Respect for Others</p> <ul style="list-style-type: none"> ▪ Treats everyone with dignity and respect <p>Initiative</p> <ul style="list-style-type: none"> ▪ Says “I’ve finished this... what can I do now?” <p>Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Stays focused on tasks and understands why achievement is important <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