

## Kent County Council

### Job Description: *Front Door/OOH Senior Administration Officer*

---

<b>Directorate:</b>	<b>Children Young People and Education</b>
<b>Unit/Section:</b>	<b>Front Door and Out of Hours</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Front Door Business and Administration Manager</b>

### **Purpose of the Job:**

Ensure the provision of a high-quality administrative support service to assist in the smooth management of the Front Door and Out of Hours Service through the provision of timely and efficient support to the Front Door teams, supervision of a team of support staff and provide high level support to the management team.

### **Main duties and responsibilities:**

- Provide a comprehensive Business Support service to a Senior manager/group of managers/team, allocating work to other support staff where appropriate, reviewing all correspondence and tracking replies within the appropriate timescales
- Assist with the recruitment, induction, supervision, training and appraisal of Business Support staff, including the monitoring of quality, levels and timescales of work, ensuring there is adequate cover, to provide an efficient and effective Business Support service
- To quality assure the work undertaken by Business Support staff, including the recording of information on business systems to ensure that it is complete, timely and accurate. Regular checking of work trays and team email boxes to ensure that there is a clear overview of the progress of work.
- Prioritisation of own work alongside ensuring the work of the team is key in line with business need.
- Ensure calls are dealt with in a timely way and the monitoring and management of systems are undertaken.
- Ensure that Business Support staff have the skills and knowledge to identify missing information/gaps in Requests for Support, including them being alert to information that may indicate safeguarding risks, or as having a statutory timescale to ensure high quality information into Children's Social Work Services and Early Help & Preventative Services.
- Provide support to apprentices and Business Support staff, ensuring that they have a holistic experience and that any gaps are identified and filled. Ensuring the modelling of Kent Behaviours whilst providing a nurturing environment.
- Plan, organise and coordinate internal and external meetings including training events, involving external agencies and speakers, preparing itineraries and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered. Minuting taking duties to be completed as required.

- Track key documents including complaints to ensure files are constantly updated and that systems are adapted to improve effectiveness in line with KCC's Record Management Policy and in line with GDPR requirements.
- Research, coordinate and analyse data relating to specific issues on behalf of the Management Team.
- Oversee the administration of financial systems relating to expenditure and income, e.g. processing invoices and sessional pay claims, monitoring expenditure, and processing changes, in accordance with financial regulations and directorate procedures.
- Respond to enquiries from the public, schools, districts and partners in a professional and timely manner, to support the efficient running of the service.
- Awareness of the way in which the Front Door interfaces with the wider service, taking steps to seek resolutions to issues as they arise whilst working with a level of autonomy.
- Work closely with the Front Door Business and Administration Manager, deputising for him/her as appropriate. Take responsibility for escalating relevant issues to him/her.

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.

# Kent County Council

## Person Specification: *Front Door/OOH Senior Administration 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level or equivalent NVQ3 or equivalent
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Office administration experience</li><li>• Experience of working within a Social Care environment</li><li>• Experience of working to a senior manager in local Government</li><li>• Experience of supervising and line managing staff</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Supervisory and line management skills</li><li>• Able to work to deadlines Literacy and numeracy skills</li><li>• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions</li><li>• Interpersonal, organisational and administrative skills</li><li>• Ability to develop and maintain effective computerised and manual filing systems</li><li>• Ability to organise and prioritise workload to achieve deadlines</li><li>• Ability to investigate complex queries and anomalies when required</li><li>• Ability to take accurate notes and minutes of meetings including Strategy Discussions regarding Child safeguarding concerns</li><li>• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned</li><li>• Co-ordination skills when arranging meetings and appointments and arranging client care when required</li><li>• Ability to monitor and process accurate financial records</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li><li>• Ability to work autonomously</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Kent Children's Services and detailed knowledge of services provided by the team</li><li>• Knowledge of KCC Record Management Policy and freedom of information protocols of awareness of the requirement for this policy and protocol</li><li>• Knowledge of a range of IT systems.</li><li>• Knowledge of computerised and manual filing systems</li><li>• Awareness of Data Protection, inc GDPR and confidentiality issues</li></ul>

	<ul style="list-style-type: none"> <li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>