

Directorate: Children, Young People and Education
Unit/Section: Integrated Children's Service
Grade: KSG
Responsible to: Assistant Director

Purpose of the Job:

Provide comprehensive business, operational and organisational support to the Assistant Director, ensuring that all functions to support the Assistant Director are carried out to the highest possible standard. Deliver professional and proactive administrative and project support to enable the service and unit to meet business needs, ensuring a high level of customer service to all stakeholders.

This will include drafting of relevant reports and briefings for Assistant Director, and providing budgetary support, including Collaborative Planning and iProc arrangements.

Main duties and responsibilities:

- Provide business support for the Assistant Director, leading and undertaking complex pieces of work that require problem solving, including supporting the response to regulatory and inspection requirements and the management of personnel procedures, working autonomously to delivery positive outcomes using acquired professional knowledge and experience.
- Work collaboratively and provide support to the management team through the administration of regular Board meetings, including creation and development of a forward plan and following up actions arising in the meetings, as well as leading on complex pieces of work and longer term projects.
- Understand KCC's formal governance processes, and work collaboratively with Support Officers in the Director's office to ensure Decisions are taken as required.
- Manage the financial processes within the Assistant Directors Budget: reconcile and resolve queries to ensure payments are made appropriately in line with KCC policy and potential under/overspend is identified. Liaise with HR and Finance in relation to staffing changes and re-organisation, advising budget holders of staffing establishment so they can make informed choices on recruitment and budget spend. Professional management of organisational changes including taking complex decisions within finance and HR matters within agreed frameworks.
- To act on behalf of the Assistant Director where necessary when handling calls and correspondence from KCC Members, Directors, customers, complainants from internal and external agencies, finding resolution to avoid escalation and ensure an excellent standard of response and service is maintained.

- Collate information of performance and data quality reports and provide early analysis. Interpret policies and provide briefings and/or presentations for the Assistant Director to support meetings, and any other ad hoc event as required.
- Build up and maintain a network of contacts within the directorate, the authority as a whole and with multi-agency partners.

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: *Senior 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">• Business Administration at level 3 apprenticeship standard or proven experience
EXPERIENCE	<ul style="list-style-type: none">• Proven experience of providing excellent executive support to senior managers• Experience working in an environment with conflicting priorities and timescales• Experience of undertaking research and drafting presentations• Experience of showing initiative and autonomy in solving complex problems and supporting senior management to meet their responsibilities• Experience of budget management, financial processes and reporting
SKILLS AND ABILITIES	<ul style="list-style-type: none">• High level written and oral communication skills• Excellent project management and research skills• Effective report writing and presentation skills• Excellent organisational skills and the ability to prioritise and work independently• Able to remain resilient under pressure and work to tight deadlines• High level of motivation and initiative• Ability to manage and monitor budgets and resources• Flexible approach and demonstrable commitment to customers• Ability to adapt effectively and drive change• Able to work effectively with a range of diverse stakeholders• Ability to exercise professional judgment and identify issues at an early stage to ensure early resolution
KNOWLEDGE	<ul style="list-style-type: none">• Understanding of the role of Integrated Children's Services and its links with all Inspection framework requirements and professional and voluntary stakeholders.• Understanding of Integrated Children's Services, governance process and the wider Kent County Council drivers and initiatives for improvement
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

	<ul style="list-style-type: none">• 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>
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