

Kent County Council

Job Description: Business Support Assistant – ICS Central Monitoring and Compliance

Directorate: Children, Young People and Education
Unit/Section: Integrated Children's Services - Business Support
Grade: KR3
Responsible to: Business Support Lead

Purpose of the Job:

To provide administrative business support to the county wide monitoring and compliance team in the Business Support Service for Integrated Children's Services.

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

Main duties and responsibilities:

- To support the day to day administrative functions of the team and the wider service.
- To maintain accurate electronic records on relevant data recording systems, including information management systems, databases and electronic filing systems.
- To support in the production of regular reports from data recording systems.
- To plan and co-ordinate meetings, ensuring the whole process runs effectively and that every administrative aspect is covered including note taking.
- To ensure that action points are tracked and accurate records are distributed to relevant parties following the meeting.
- To act as a point of contact for the wider team and ensure that all requests are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, and referring on to the appropriate person.
- To provide general business support to projects as required.
- To be responsible for cash handling as required, maintaining accurate records and ensuring that all money is stored securely.

Footnote: This job description is provided to assist the job holder to know what the 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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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	Level 2 in Admin or equivalent
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent interpersonal skills with a confident telephone manner• Literacy, numeracy and IT skills with accurate keyboard skills• Ability to organise and prioritise workload to achieve deadlines• To be able to work as part of a team but also to use own initiative• Self-motivated with a desire to learn new skills
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none">• Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel)• Experience of dealing with customers• Awareness of Data Protection
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 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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