

Kent County Council
Job Description: *Support Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	H&T, Road Safety and Active Travel
Grade:	KSE
Responsible to:	KDE Team Senior Support Officer

Purpose of the Job:

To support the delivery of '9 Diversionary Schemes' in Kent offered to drivers as an alternative to prosecution as a result of driving offences. Ensuring that the customer journey is optimized, and the clients have successful outcomes on either physical or virtual courses. This role is now classed as hybrid working and so the individual must be able to work in a secure location due to the confidential information being recorded and discussed with the clients. Agreed office days will be required for all team meetings, preparation of course materials and printing of client communications.

Main duties and responsibilities:

- Administration for the service, which includes assisting clients to attend both physical and virtual courses (via the digital platform Zoom). Regular interaction with clients by phone, email, and occasional post. Daily tasks also include client bookings, enquiries with a solution-focused approach and occasional post. Client files are accessed via KCC and external systems.
- Undertake first point resolution and investigative problem solving on enquiries for both physical and virtual courses. If required use the KCC complaints process, accurately summarize the events in a methodical order and pass details to the Line Manager. Identify and report Contact Point booking errors and escalate to Senior Support Officer or Team Leader in their absence.
- Support clients, Contact Point and Police Authorities to enable client course bookings online, by telephone and via contact point, ensuring correct income is received and recorded accordingly, following audit guidance and compliance. Use a first point resolution methodical process to reduce failure demand.
- Actively manage client non- attendance / non-admittance incidents and re-bookings. Actively seek further reports or course notes from trainers to complete course outcomes within the DORS agreed timeframe. Refer any registration discrepancies from trainer course notes/outcomes to the Senior Support Officer for further investigation. Refer client files back to the Police that have not met the criteria within the legally required time constraints. Inform the Police of outcomes for all clients. Liaising with Trainers as required to verify client attendance and request reports for client complaints. Provide police forces with a full audit trail of client non-attendance/course outcomes when requested to assist them in their decision making of client prosecution.

- Maintain relevant entries on the booking systems, DORS+ and other associated spreadsheets and databases used for the service. Produce system reports and audit records to aid with quality assurance checking of the service. Retain all records in a timely way, ensure their accuracy with succinct notes, providing a high standard and auditable trail. Regularly review and delete all emails, client files and documents in line with KCC retention policies and privacy notice.
- Request and process refunds, identify payment discrepancies and respond to general trainer queries. Be responsible for a range of Trainer and venue purchase orders, including raising, receipting and end of year processes through the I-procurement system. Monitor and prepare course stock and equipment for delivery and for use at course locations
- Support the wider team and the delivery of its service functions resolving all routine and non-routine tasks. Assist clients with first line trouble shooting advice and guidance to access the digital platform (Zoom). Plan and create test meetings prior to course date Advise Senior Support Officer senior officer of factors that would influence the day-to-day service operations to allow for planning and work prioritization to take place.
- Act as a coach for new members of the team to support and quality assure best practice and process. Occasional travel will be required to attend Development Days` Supporting/training trainers on Zoom applications and settings, trouble shooting for a smoother client journey, improving client attendance levels, and helping to reduce course costs. Work with a flexible approach across the team to meet the changing demands on the business and provide multi-disciplinary working.
- Actively keep up to date with relevant changes to local processes including training and learning. Maintain an excellent knowledge of the service including digital platforms. Develop an excellent knowledge and understanding of the systems and processes used within the diversionary schemes Kent Driver Education Team, offering suggestions and improvements when identified. Assisting with user acceptance testing for the systems used within the service.
- Ensure all activities; documentation and ICT interfaces properly reflect KCC Corporate guidelines, including General Data Protection Regulation, Information Governance, and Freedom of Information policies. Ensure the requirements of the Police are met under police and criminal evidence legislation concerning the storage and retrieval of information.

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.

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Person Specification: *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"> • Educated to GCSE level • NVQ Level 2 or equivalent experience
EXPERIENCE	<ul style="list-style-type: none"> • Proven experience in an administrative role working and supporting senior managers • Working in a team delivering a service and to tight deadlines • Experience of regular multi-tasking and dealing with non-routine activities as well as advanced technical and/or practical skills with regard to using a wide range of information systems in an administrative environment. • Experience with dealing with challenging customers primarily via telephone.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work within a team as well as on own initiative. • Ability to prioritize own workload to meet tight deadlines. • High level of accuracy and ability to spot errors when under pressure, with a focus on achieving agreed targets. • Excellent level of computer skills including the use of Microsoft Office Suite, electronic diary management, and running systems reports. • Very well organized, efficient and motivated to succeed. • Excellent communication and interpersonal skills, both oral and written and ability to see the service and response provided to them through the eyes of the customer. • Ability to use financial systems • Experience of using Zoom or other digital platforms • Ability to resolve general enquiries and troubleshooting for accessing digital platforms • Ability to travel across a wide geographical area in a timely and flexible manner is essential
KNOWLEDGE	<ul style="list-style-type: none"> • Awareness and understanding of partnership working. • Knowledge of General Data Protection Regulations
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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making