

## Kent County Council

### Job Description: *Business Information & Development Officer*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways &amp;Transportation (H&amp;T)</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Business Manager</b>

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

Work as part of a team to support with the management of information governance, workforce development and performance data.

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

- The post holder will be required to work closely with users at all levels in H&T as well as external partners to ensure the team meet the current and future needs of H&T.
- Be the first point of contact for the H&T Performance and Customer Service mailbox providing advice to support professional staff with enquiries, issues and requests in a timely manner. Updating and distributing escalation charts.
- Assist in the delivery of a successful workforce/organisational development process including liaison with Corporate HR, Learning & Development and Organisational Development teams, budget management, apprentices, apprenticeship levy and supporting at the H&T Health Safety Board and embedding the responsibility for staff and team development with H&T managers. Assist in recruitment, induction and training plans.
- Assist managers across H&T with the delivery of their GDPR, DPIA and Records Management responsibilities including ensuring that retention schedules meet KCC policies. Work closely with managers across H&T to ensure information governance risks, equality risks and digital accessibility are managed in line with Corporate guidelines.
- Assist teams within H&T, GET and the wider KCC to identify issues, recommend and improve business processes, performance, customer service and organisational development.
- Assist with the production of data analytics and the reporting of this data to support managers and system users to understand and improve the service they are responsible for through the retrieval, analysis, preparation and distribution of weekly, monthly, quarterly and annual performance data to Corporate teams, Directors, managers, H&T teams, individuals and promote the importance of accurate and consistent data collection and recording.

- Support the Business Manager in the creation and updating of key documents like the Business Continuity Plan, Structure Charts, Business Plans, Corporate submissions, quarterly reports, newsletters, guidance and training documents
- Support the Business Manager as required. Attend conferences, workshops, fairs and meetings as appropriate. Carry out administrative tasks as directed such as ordering business cards and monitoring expenditure. Assist H&T managers with liaising and engaging with internal and external stakeholders. Provide cover for the other Business Officer and assist with the supervision of apprentices

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: *Business Information & Development 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>	<ul style="list-style-type: none"> <li>Level 3 English and Maths (GCSE A-C or equivalent)</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Demonstrable experience in one or more related disciplines such as information governance, ICT systems, performance management, process mapping, data analysis, business planning, management or development, customer care.</li> <li>Working with internal and external partners and suppliers</li> <li>Experience gathering, analysing reporting and presenting data using software like the Power Platform tools Power Bi, PowerApps &amp; Power Automate.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Good IT training or can demonstrate equivalent level of skill. (e.g., in Microsoft 365 applications)</li> <li>Ability to manage and prioritise complex workloads.</li> <li>Excellent written communication skills are particularly important, as are accuracy, common sense and enthusiasm.</li> <li>An ability to work to deadlines and under pressure.</li> <li>Self-motivated and able to influence others to achieve best results with the minimum of supervision.</li> <li>Able to network and communicate effectively with a range of stakeholders (technical and non-technical) and identify opportunities for new projects and services.</li> <li>Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public.</li> <li>Strong team-working skills and willing to support colleagues and contribute to collective problem solving and creative thinking.</li> <li>Able to identify and contribute to areas of service improvement</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>A detailed understanding of the use of various Microsoft applications</li> <li>Knowledge of the Data Protection Act.</li> <li>Knowledge of GDPR, DPIA and Records Management</li> <li>Good knowledge of KCC as an organisation including the political and strategic issues relating to performance management.</li> <li>Understanding of KCC practices and guidance</li> <li>Good understanding of the processes of local government and the principles of good project management</li> <li>Good analytical and problem-solving skills.</li> <li>Customer care</li> <li>To understand the basic functions of the County Council and a highway authority.</li> <li>Equalities Act 2010</li> </ul>

<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<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>
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