

Kent County Council

Job Description: *Total Placement Service, Business Support Officer
(External Placements)*

Directorate: Strategic and Corporate Services
Unit/Section: Children's Strategic Commissioning
Grade: KR06
Responsible to: Total Placement Service - Business Manager

Purpose of the Job:

Provide a range of business, administration, financial and systems services to internal and external customers. Demonstrating a high level of knowledge, skill, experience and acumen in these areas.

Propose changes to improve the business systems and data processes for the purchase of resources for children and families countywide

Analyse financial information, identify discrepancies and resolve complex financial queries referring issues to managers as appropriate.

Main duties and responsibilities:

- Support the service through undertaking key business support administration tasks such as; dealing with telephone enquiries, correspondence, minutes, room bookings, producing reports, assisting with PowerPoint presentations to ensure the smooth running of the service adopting a positive and helpful attitude.
- Provide specialist advice to key stakeholders on business elements including systems and finance referring issues to senior staff as required
- Contribute to meetings with key stakeholders to ensure that services/processes are continually reviewed and improved where possible
- Devise, maintain and monitor the business, financial, database systems and filing systems, both computerised and manual. Be familiar with and adhere to the council's policies relating to these matters and carrying out relevant tasks.
- Effective data quality and management; Undertake all financial tasks required to maintain and modify the business systems such as set up new providers and make changes, responsible for business trackers uploading and amending costs, authorisation of invoices in line with contractual terms and conditions, reclaim overpayments, analyse reports and action findings to ensure accurate and reliable data is recorded to enable management to make sound decisions. Ensuring compliance to policies, procedures and governance

- Identify, investigate and find solutions to business queries (routine and non-routine activities) using your own judgement to resolve complex queries and complaints, referring to management as required

Footnote: This job description is provided to assist the job holder to know what his/her 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: *Total Placement Service, Business Support Officer(External Placements)*

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">• Level 2 or 3 Diploma in numeracy, literacy and IT skills or equivalent• Willingness to work towards NVQ3 in Administration or equivalent
EXPERIENCE	<ul style="list-style-type: none">• Experience of working as part of a team• Experience of working autonomously• Experience of a customer or service user facing environment• Experience of office, business and financial administration• A financial background or a high level of finance acumen
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent Interpersonal and communication skills at all levels, verbal and written• Excellent business administration skills• Excellent Microsoft Skills – competence use of Word, Excel, PowerPoint & Outlook• Ability to monitor and process accurate financial records; payment and invoice management of all services purchased• Ability to plan and organise your own workload to achieve deadlines and incorporate change effectively as required• Ability to take a proactive approach in all tasks ensuring work is delivered to a high standard within prescribed timescales• Ability to support development, monitor and maintain effective computerised and manual systems to suggest improvements• Ability to investigate and resolve complex queries when required• Ability to take accurate notes and minutes of meetings• Effective diary & time management skills• Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of Commissioning, financial regulations and contracting procedure within KCC• Awareness of Children and Families legislation and statutory requirements• Awareness and effective implementation of Data Protection, GDPR and confidentiality issues• Knowledge of a range of IT systems• Knowledge of computerised and manual filing systems

BEHAVIOURS AND KENT VALUES	<p>Open</p> <p>Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working as a whole-Council and treating people fairly and with respect.</p> <p>Invite Contribution and Challenge</p> <p>Working collaboratively and innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution.</p> <p>Accountable</p> <p>Self-sufficient, taking personal and professional responsibility for our actions, the pace at which we work; performance and the council's money.</p>
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