

## Kent County Council

### Job Description: *Sustainable Business Project Support Officer*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Environment, Planning &amp; Enforcement / Sustainable Business &amp; Communities</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Sustainable Business Programme Manager</b>

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

The Sustainable Business Team at Kent County Council are recruiting for a Sustainable Business Project Support Officer that will be responsible for day-to-day operation and administration of the Low Carbon Across the South and East 3 (LoCASE 3) project, including compiling of evidence, business communication and data management.

The LoCASE programme works with SMEs across multiple Local Enterprise Partnership (LEP) areas to provide assistance and guidance for SMEs wanting to optimise the use of resources and adopt eco-innovative and low carbon solutions in ways that improve business performance in terms of resilience, profitability and competitiveness, at the same time creating jobs and contributing to the protection of the environment. The programme also aims to increase SME competitiveness by providing advice, support and grants to reduce operational costs through resource efficiency and business resilience and to enhance their eco credentials.

The post will be based within the Sustainable Business Team which enables the growth of the Low Carbon Environmental Goods (LCEGS) sector by supporting eco-innovative companies to ensure an increasing supply and awareness of these goods and services. The Sustainable Business Team is part-funded by the European Structural Investment Funds (ESIF) and ERDF Interreg programmes. This role and team sits within the Sustainable Business & Communities Service, which is responsible for the Kent Environment Strategy and seeks to achieve positive outcomes across Kent's environment, health and the economy.

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

- Provide a high level of administrative, procedural and project support to the Sustainable Business Team, including co-ordinating project activity, raising and resolving business queries, gathering and reporting on data and compiling evidence as required.
- Act as the main point of contact for individuals and businesses interested in the projects, answering simple and more complex calls and emails.
- Co-ordinate environmental workshops and meetings for businesses by contacting potential attendees, managing attendance lists, booking facilities, preparing resources, researching information and undertake the delivery of training at the workshops as required.

- Collate data in preparation for external audits by KCC and funding bodies in line with agreed processes and templates.
- Assist with and progress projects for the Sustainable Business Programme as directed by the Programme Manager including supporting the Low Carbon Kent network and promoting businesses on the network.
- Maintain, monitor and develop project tracking systems and processes, both computerised and manual, and use the project records and research to create automated environmental reports, tailored to individual businesses.
- Assist the Project Officer in the processing, maintenance and monitoring of activity and financial records relating to evidence of expenditure and income (e.g. invoices, expenses and timesheets) to ensure that financial information and procedures are accurate, up to date and conform to both KCC and the funders' procedures.

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: *Sustainable Business Project Support Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	NVQ level 3 or equivalent
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of supporting small projects</li> <li>• Experience of working in a business support capacity</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Strong organisation and administrative skills</li> <li>• An ability to work using own initiative and without close supervision</li> <li>• Excellent skills in Word, Excel, Powerpoint and other Microsoft packages</li> <li>• Excellent interpersonal, communication and organisational skills when dealing with all levels of staff, customers, and internal and external contacts</li> <li>• Ability to meet strict deadline and targets</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good knowledge of a wide range of business and project administrative processes and procedures</li> <li>• Good understanding of customer care</li> <li>• Knowledge of the Microsoft Office software packages</li> <li>• Interest in environmental sustainability and awareness of energy and water saving products, technology and services available to businesses and domestic users, and an interest in learning more.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>Open</b></li> <li>• <b>Invite Contribution and Challenge</b></li> <li>• <b>Accountable</b></li> </ul> <p><b>Behaviours:</b></p> <p><b>Empowerment and Enterprise</b></p> <ul style="list-style-type: none"> <li>• Have a 'can-do' attitude, be positive, deal with things here and now</li> </ul> <p><b>People and Partnerships</b></p> <ul style="list-style-type: none"> <li>• Be customer-focused</li> </ul> <p><b>Character and Courage</b></p> <ul style="list-style-type: none"> <li>• Work to find positive solutions, be creative</li> </ul>

	<p><b>Outcomes and Delivery</b></p> <ul style="list-style-type: none"><li>• Understand the priorities and work within the agreed timescales</li></ul>
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