

## Kent County Council

### Job Description: *Business Support Officer*

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**Directorate:** Children, Young People and Education  
**Unit/Section:** Integrated Children's Services  
**Grade:** KR6  
**Responsible to:** Assistant Director

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

Ensure the provision of an effective business support service to support the area Assistant Director. Through robust diary management; the forward planning of meetings, the management of all associated administration, and implementation of efficient processes and procedures to improve the level of service provided to the Assistant Director and other stakeholders.

Provide an administrative service that organises, supports and administers all arrangements for Area panels and other specified processes required for the smooth running of the business support for the Area. To work closely with the districts in the Area and the Assistant Director to efficiently manage all referrals, cases and expenditure through panel processes. To co-ordinate other processes within the department that requires robust collation and data interrogation.

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

Provide comprehensive personal assistance to the Assistant Director, including diary and time management, reviewing all correspondence, highlighting and managing feedback and tracking replies according to appropriate timescales and within minimum statutory timescales.

Plan, organise and coordinate internal and external meetings, including large gatherings, preparing itineraries and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered.

Continually look at ways to improve and develop all office systems, including the database and computerised filing systems, tracking key documents, to ensure that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, Data Protection and Freedom of Information Protocols.

Act as first point of contact on behalf of the Assistant Director and take appropriate action in relation to queries from Members of the County Council, the Chief Executive, Chief Officers, Government officials and others to ensure that these queries are dealt with effectively and in a professional manner.

Collaborate with the Business Support colleagues in other services including the Adoption Service to arrange for the Adoption Decision Making process to run smoothly

to enable informed and timely decisions to be made and with the Customer Care team to carefully manage the our processes efficiently.

Extract and utilise information from data bases and reports to track, monitor and advise the business (i.e. missing children, external placements) and maintain appropriate administrative tracking systems, including monitoring outstanding actions, correspondence, ensuring there is no drift of administration tasks.

Work flexibly as part of an administration team supporting the Assistant Director; contributing to a seamless cover of all duties and requirements. Ensuring that the office is covered during periods of annual leave and unexpected absence.

Organise the weekly panel meetings including the booking of venues, schedules, distribution list etc. and organising and coordinating all referrals ensuring cases are scheduled within specific timescales and the Assistant Director with a clear of overview of resources being applied to individual families

To plan and prepare for case reviews of specific set cohorts that is addressed on a periodical basis. This will enable an evaluation of particular placement types to ensure the correct children are in the correct placements

Monitor finance activity within the districts and ensure parallel planning with panel referrals.

To manage the Customer Care process to ensure that investigations and responses are carried out in line with KCC time frame. Quality assures letters and correspondence received from the business to make sure it is of the highest quality and ready for approval by Senior Management.

To efficiently utilise and extract information from data bases and reports to track, monitor and advise the business ensuring that the relevant data required by the Assistant Director is available (i.e. missing children, children in external placements, cases of media interest)

*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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### Person Specification: *Business 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>	Level 2 or level 3 Diploma or equivalent
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working directly for a Senior manager</li><li>• Experience of drafting correspondence</li><li>• Experience of office administration</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent interpersonal, organisational and prioritisation skills, and the ability to display professionalism and courtesy when dealing with all levels of staff, elected members, MPs, MEPs and external contracts</li><li>• Computer and systems literacy – ability to develop, monitor and maintain effective computerised and manual systems to produce a range of documents and reports, non-standard reports, and to manage diaries using Windows word processing packages, outlook, Excel spreadsheets and database functions</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.</li><li>• Ability to develop an understanding of the range of projects and initiatives that the Assistant Director is involved in overseeing.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Kent County Councils Childrens Social Services and detailed knowledge of services and functions provided by the team.</li><li>• Knowledge of a range of IT systems, and computerised &amp; manual filing systems.</li><li>• Knowledge of the County's Record Retention Policy and Freedom of Information protocols or awareness of the requirement for this policy and protocol, and understanding of the requirement for confidentiality and sensitivity.</li><li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.</li></ul>
<b>BEHAVIOURS AND</b>	<b>Open</b>

<b>KENT VALUES</b>	<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><b>Invite Contribution and Challenge</b></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><b>Accountable</b></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> <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul>
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