

# Kent County Council

Job Description: Senior Business Support Officer

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**Directorate:** Adult Social Care and Health  
**Unit/Section:** Business Support Service  
**Grade:** KR9  
**Responsible to:** BSIM / Line Manager

## **Purpose of the Job:**

Provide assistance to senior managers relating to oversight and direction of the Business Support Team, ensuring resources are utilised to best meet the needs of the service. Act as the main contact point for queries relating to sustainability and business processes, working with stakeholders to ensure effective flow through our service.

## **Main duties and responsibilities:**

1. Line manage members of the business support team, providing professional supervision supporting development of staff through training opportunities, promoting and devising personal development plans for continued professional development and performance.
2. Provide support for budgetary processes, monitoring expenditure, identifying any potential under/overspend, reconcile and resolve queries to ensure compliance with KCC policy and procedures.
3. Build and maintain good working relationships and network of contact across ASCH, the authority as a whole and with multi-agency partners for information exchange and to maximise potential opportunities.
4. Support senior managers with a range of business and personnel processes to ensure business continuity arrangements are in place, ensuring respective documentation is reviewed, updated and maintained.
5. Foster positive relationships with internal and external stakeholders, work in partnership to promote and improve collaboration, co-ordination and sharing of best practice and opportunities to achieve and meet the needs of the people we support.
6. Support with the complaints process to assist senior managers in ensuring statutory and KCC timescales are adhered to. Act as a point of contact for freedom of information and subject access requests and queries relating to General Data Protection Regulation.
7. Oversee the collection of data, compile and present reports in a timely manner when required, undertaking research to develop and improve systems and support decision making.
8. Participate and support multidisciplinary and team meetings as required, represent the interest of business support for efficient service delivery.

9. Stay abreast of policy, processes and procedures, provide guidance to staff with interpreting information, including supporting the response to regulatory and inspection requirements when required.
10. Contribute and coordinate to a range of continuous improvement initiatives, including adhoc/complex pieces of work and longer-term projects to continue to meet the changing business needs, responding positively to alternative and improved new methods of working.
11. Staff can work flexibly across other Teams, Services, Divisions and wider ASCH service to cover and meet changing business need, providing additional resource when required.

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: Senior 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>	<ul style="list-style-type: none"><li>• Business Administration at Level 3 Apprenticeship standard or equivalent.</li><li>• Kent Manager or working towards.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Proven experience of providing professional supervision and line management.</li><li>• Experience working in an environment with conflicting priorities and timescales.</li><li>• Experience of multi-agency / partnership working.</li><li>• Experience of undertaking research, analysing data and compiling reports.</li><li>• Experience of showing initiative and autonomy in solving complex problems and supporting senior management to meet their responsibilities.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• High level written and oral communication skills.</li><li>• Excellent project management and research skills.</li><li>• Effective report writing and presentation skills.</li><li>• Ability to line manage and supervise a team.</li><li>• Excellent organisational skills and the ability to prioritise and work independently.</li><li>• Able to remain resilient under pressure and work to tight deadlines.</li><li>• High level of motivation and initiative.</li><li>• Ability to manage and monitor budgets and resources.</li><li>• Flexible approach and demonstrable commitment to customers.</li><li>• Ability to adapt effectively and drive change.</li><li>• Able to work effectively with a range of diverse teams/stakeholders.</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>• Commitment to equalities and the promotion of diversity in all aspects of working.</li></ul>

<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of Business Support Services and processes.</li> <li>• Good understanding and participation in integrated/multiagency working.</li> <li>• Working knowledge and understanding of financial procedures and process appropriate to the role.</li> <li>• Working knowledge of HR processes in line with organisational policy and procedures.</li> <li>• Knowledge and understanding of local government and the role of the Council and how governance informs and affects decision making in organisations.</li> </ul>
<p><b>BEHAVIOURS AND KENT VALUES</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> <ul style="list-style-type: none"> <li>• <b>Flexible/agile</b> - Willing to take (calculated) risks and want people that are flexible and agile.</li> <li>• <b>Curious</b> - Constantly learning and evolving.</li> <li>• <b>Compassionate and Inclusive</b> - Compassionate, understanding and respectful to all.</li> <li>• <b>Working Together</b> - Building and delivering for the best interests of Kent.</li> <li>• <b>Empowering</b> - Our people take accountability for their decisions and actions.</li> <li>• <b>Externally Focused</b> - Residents, families and communities at the heart of decision making.</li> </ul>