

Kent County Council

Job Description: Business Services Apprentice

Directorate:	Growth Environment and Transport
Division:	Growth & Communities, Innovation & Business Intelligence
Location:	Kings Hill & Ashford
Grade:	Level 3 Apprenticeship
Responsible to:	Business Services Team Leader (day-to-day supervision from a Support Supervisor)

Purpose of the Job:

Working as part of a team, to provide a comprehensive level of administrative and technical support to help meet the business needs of diverse teams but primarily Innovation & Business Intelligence, Kent Scientific Services and Kent Trading Standards.

To provide a key role in all associated administration and implementation of efficient processes and procedures to ensure the smooth running of the team, taking a proactive role in the day-to-day functioning and office cover.

Main duties and responsibilities:

1. Act as point of contact for team mailboxes and telephone numbers applying specific experience, knowledge or skills to satisfy customer enquiries in a professional manner.
2. Carry out a range of routine and non-routine administrative and organisational tasks and proactively investigate and resolve discrepancies.
3. Use various Microsoft Office applications, specialist software, databases and website content management systems making the best use of technology to support the business.
4. Apply specific experience, professional knowledge and skills to perform high-accuracy processing of legal, regulated or statutory administrative functions, eg preparing court papers, issuing permits, recording samples and checking key documentation is available.
5. Develop, monitor and maintain effective computerised and manual office systems, to ensure accessibility of documents in line with data protection, financial regulations and records management policies.
6. Carry out small discrete projects under the direction of a Support Supervisor or another manager to assist with quality assurance and review of processes to provide reliable information on which management decisions can be made.
7. To assist with the running of events and campaigns and sample purchasing which may on occasion include manual handling.

8. Oversee the administration of processing and monitoring a range of financial and procurement transactions, including Petty Cash and externally funded work, to help ensure budgets are properly managed and policy adhered to with accurate record keeping.
9. Assist with the management of health and safety requirements, including testing and reviewing procedures as required.
10. When required, to provide support to the Head of Innovation & Business Intelligence and senior management team, assisting with co-ordination of data relating to specific issues for management reporting and effective completion of their responsibilities.

Footnote: This job description is provided to assist the job holder 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 Services Apprentice

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	Educated to GCSE level or equivalent, including Maths and English.
EXPERIENCE	<ul style="list-style-type: none"> • Basic knowledge and competent use of Microsoft Office package, including Outlook, MS Teams, Word and Excel. • Experience of working in an administrative or business support role. • Proven experience of making choices about how professional tasks are completed.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good interpersonal skills with a confident telephone manner and customer friendly nature. • Computer literate with good keyboard skills and the ability to check for accuracy and work to timescales. • Well-developed organisational skills and ability to prioritise and ensure completion of tasks. • Able to build and maintain positive relationships working effectively as part of a team and using own initiative. • Keen to learn new skills.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of a range of IT systems. • Awareness of the importance of confidentiality and GDPR.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge. • We are curious to innovate and improve. • We are compassionate, understanding and respectful to all. • We are strong together by sharing knowledge. • We are all responsible for the difference we make. <p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> • Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile • Curious - constantly learning and evolving • Compassionate and Inclusive - compassionate, understanding and respectful to all • Working Together - building and delivering for the best interests of Kent • Empowering - Our people take accountability for their decisions and actions • Externally Focused - Residents, families and communities at the heart of decision making.