

Kent County Council
Job Description: *Senior Support Officer*

Directorate: Children Young People and Education
Unit/Section: Family Hubs Delivery Team
Grade: KR6
Responsible to: Family Hubs Programme Manager
Fixed Term – 18 months

Job Purpose:

The post holder will be responsible for providing administration and technical assistance to the Family Hubs Delivery Team. The post holder will be supporting the Family Hubs Programme Manager with both the management and delivery of the project. They will liaise with the Management Information Officer around data collection processes, and with Project Managers to organise and minute meetings and liaise with external partners and commissioned providers to support project outcomes and delivery workstreams.

Main duties and responsibilities:

- Provide comprehensive administrative support to the Programme Manager, supporting where needed with meeting management and administration for the delivery team.
- Support the collation of information and reports from a range of sources to provide comprehensive information to the team to aid its day-to-day work.
- Act as the point of contact for enquires for the project and take appropriate action in relation to queries from the public, internal staff, Members of the County Council, Senior Officers and others and ensure that these queries are dealt with effectively and in a professional manner.
- Liaise with Senior Officers, Members of the Authority and Key Partners, ensuring communications are appropriate and directed to the appropriate person.
- Plan, organise and coordinate internal and external meetings, assist in organisation of events and training, ensuring that the whole process runs smoothly and that every administrative aspect is covered, including preparing and circulating agendas, minutes and invites and booking rooms and resources.

- Input, monitor and ensure that all administrative systems for the are kept up to date.
- Maintain the budget administration for the Family Hubs Programme, Lead in relation to expenditure and income, e.g. processing and preparing invoices. All procedures to comply with the Authority's Financial Regulations and Procedures, Retention Policy, Data Protection and Freedom of Information protocols.
- Contribute to innovation of the service by working flexibly and being alert to areas for improvement.

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.

Kent County Council
 Job Description: *Senior Support Officer*

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	Level 3 qualification in Administration or equivalent
EXPERIENCE	Office administrative experience. Working with accuracy and confidentiality. Minute taking experience is preferable
SKILLS AND ABILITIES	Literacy, numeracy and computer skills - ability to produce a range of documents and reports, using MS packages. Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members and external contracts including diary and time management skills, and the ability to balance constantly changing priorities and deadlines. Co-ordination skills when arranging meetings and appointments and ability to take accurate notes and minutes of meetings and take a proactive approach in tracking action points and correspondence, in liaison with the managers concerned 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. Commitment to equalities and the promotion of diversity in all aspects of working.
KNOWLEDGE	Knowledge of administrative processes and basic financial and procurement processes. Knowledge of service delivery for young people and families across open access and case work. Awareness of Data Protection and confidentiality issues. Knowledge of a range of IT systems including databases Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working.

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- 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

Our values enable us to build a culture that is:

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