

Kent County Council

Job Description: *Senior Support Officer*

Directorate: Adult Social Care and Health
Unit/Section: Kent Enablement at Home
Grade: KR07
Responsible to: Senior Business Support Officer

Purpose of the Job:

Provide day to day oversight, supervision and direction to the Business Support Team to prioritise, organise, track and deliver business requirements, providing a timely, accurate and efficient response to contacts from the public, frontline staff in the community, partner agencies and other organisations in respect of Adult Social Services and ensure smooth running of the service whilst providing high level personal assistant service to a manager/ group of managers.

Working with the Senior Business Support Officer and Locality Organisers you will identify areas for improvement and development of administration and performance monitoring systems

Main duties and responsibilities:

1. Provide supervision, support, development and motivation for the Business Support Team and given increased supervision responsibilities.
2. Support the Senior Business Support Officer by supervising and oversight, support, improve and develop BST with increase responsibility of frontline role in dealing directly with SU and resolving more complex queries by phone and e-mail
3. Undertake recruitment for all teams in locality using HR recruitment system. Support with recruitment and interview process for BST within area.
4. Devise and oversee and manage a range of tracking system in respect of the newly created teams and for rotas/ scheduling appointments/ tracking incoming referrals/ Annual leave/ sickness
5. Act as a point of contact / escalation route when a client/ partner agency wants to complain. Collect and collate information to deal with/ help senior management deal with complaint.
6. Provide extensive support and undertake tasks as and when required to/for the Senior Business Support Officer and or other senior managers
7. Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangement in place at all times.

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: *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	GCSE or equivalent in Mathematics and English
	NVQ Level 3 in Administration or equivalent
	Kent Future Manager or working towards
Experience	Experience of collating and analysing data
	Experience of working within Social Care and Health setting
	Managing challenging and difficult conversations
Skills and Abilities	Ability to manage, develop and motivate staff
	Excellent skills and knowledge of Adult Social Care systems or other bespoke client data base
	A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.
	Excellent interpersonal and negotiating skills in order to communicate with various levels of seniority, other departments and with external providers
	High Level IT and analytical skills
	Ability to prioritise, delegate, forward plan and work effectively on own initiative
	Personal resilience to respond to challenges
	Ability to take responsibility for own and others health and safety
	Ability to assimilate a wide range of information, including adult safeguarding procedures and the referral process and procedures relating to each client group as well as external agencies
Knowledge	Knowledge of services provided by Adult Social Care and Health and services provided
	Compliance with Information Governance, GDPR, record retention and confidentiality
	An understanding of key policies, legislation and statutory guidance and eligibility criteria relating to the provision of support to the client group including the Care Act 2014
	Knowledge and understand of the principles and practices of case recording and record retention as they relate to statutory social care services
	Knowledge and understanding of Safeguarding, Mental Capacity Act/ DoLS
	Understanding of DSE
	Good understanding and participation in integrated working with internal teams and other partner agencies

**Kent Values
and Culture**

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



Kent Culture:

- Compassionate & inclusive
- Working together – building and delivering for the best interests of KCC
- Externally focused – residents, families and communities at the heart of decision making
- Flexible/agile – willing to take (calculated) risks
- Empowering – our people take accountability for their decisions and actions
- Curious – constantly learning and evolving