

Kent County Council

Job Description: *Area Education Business Support Officer*

Directorate:	Children, Young People and Education
Unit/Section:	Education – Area Education
Grade:	KSE
Responsible to:	Assistant Director Education (North Kent)

Purpose of the Job:

Provide a comprehensive high level personal assistant and secretarial support to the Assistant Director Education (North Kent) enable the effective delivery of their role.

Main duties and responsibilities:

- Provide a comprehensive personal assistance and secretarial support service to the Assistant Director Education (North Kent) including diary and time management, allocating work to other colleagues where appropriate.
- Monitor and filter incoming telephone calls and emails to the Assistant Director for Education (North Kent), use judgment to respond directly as first point of contact or delegate as appropriate according to nature, sensitivity and urgency. Coordinate and monitor delegated issues and draft responses on behalf of the Assistant Director Education to ensure timely resolution.
- Prepare letters, minutes and other documents using appropriate audio, electronic office and word processing skills. Maintain an effective filing/follow up retrieval system to ensure that issues are dealt with and concluded.
- Plan, organise and coordinate internal and external meetings and functions on behalf of the Assistant Director Education (North Kent). Ensure all necessary arrangements and bookings are made for travel accommodation. Arrange to receive visitors and organise hospitality at meetings and functions as necessary.
- Maintain knowledge and awareness of Directorate and KCC services and processes including governance and structures for committees, boards and meetings. Liaise with relevant colleagues to ensure briefings are provided for key meetings and provide copies of relevant papers in an accurate and timely manner.
- Undertake research as requested by the Assistant Director Education (North Kent) to provide intelligence to inform a response or to impart information to enable senior officers to discharge their duties effectively.
- Operate a range of administrative tracking systems, to monitor initiatives and projects, coordinate the receipt and distribution of various documents, collate and summarise responses, to ensure progress is maintained and all relevant action is taken as necessary.

- Maintain an effective filing system (electronic and hard copy) to ensure that all key papers are maintained effectively and easily retrieved in line with the County's record retention policy, data protection and freedom of information protocols.

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: *Area Education Business 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	<ul style="list-style-type: none">• GCSE's A – C grade including English and Maths (or equivalent) or Level 3 qualification (or equivalent)
EXPERIENCE	<ul style="list-style-type: none">• Significant experience in a similar executive support role• Experience of drafting reports and correspondence• Experience of liaising with Members and Senior Officers• Experience of working with a range of contacts at all levels by phone, post, electronic mail and in person• Experience of working with multi-disciplinary teams and overseeing the delegation of roles and responsibilities
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Organisational skills to constantly balance changing priorities to achieve a range of deadlines• Research and analytical skills and the ability to draft correspondence• Excellent co-ordination skills when arranging meetings and appointments• Excellent interpersonal skills to liaise effectively and confidently with colleagues, the public and members of external groups at all levels• Computer literacy – ability to produce a range of documents and reports, including non-standard reports and minutes, using Windows WP package, Excel spreadsheet and database functions• Proactive in tracking and chasing responses and action points from meetings and correspondence, in liaison with the managers concerned• Willingness to work flexibly as appropriate
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge and understanding of local government and the role of the council• Knowledge of the County's Record Retention Policy and freedom of information protocols• Knowledge of a range of IT systems, and computerised and manual filing systems• Awareness of new initiatives, policy changes and the impact of any restructuring within the Directorate• Awareness of Data Protection and confidentiality issues• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures
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

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