

Directorate: Adult Social Care and Health
Unit/Section: Public Health
Grade: Apprentice level 3
Responsible to: Business Support Team Manager

Purpose of the Job:

Provide administrative/clerical/business support to a team of staff, to assist in the smooth running of the service and take a proactive role in relation to its day to day functioning.

Main duties and responsibilities:

Update, modify, input and retrieve data on computerised systems using the appropriate software, preparing standard and non-standard reports, cross checking data held on different systems to ensure accuracy.

Support the day to day clerical and administrative functions of the service, in addition to the monitoring of emails and telephone messages for appropriate team members.

Maintaining and monitoring office systems, including database entry and electronic filing, and uploading key documents, in line with the Records Management Policy, GDPR, data protection and Freedom of Information protocols.

Establish and maintain good working relationships with schools, parents, internal colleagues, managers and key stakeholders through e-mail, telephone and in person, offering advice and information. Working in a confident and well organized manner, able to re-prioritise as needed when faced with unexpected tasks.

Note: 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.

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"> • Entry level apprenticeships do not require minimum level qualification for Math's and English as these functional skills can be incorporated as part of the apprenticeship.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good interpersonal skills • Computer literate with accurate keyboard skills • Good organisational skills, the ability to prioritise workload and ensure tasks are completed within deadlines • To be able to work as part of a team but also to use own initiative • Self-motivated to learn new skills
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of how to use IT applications and knowledge of Microsoft Office, including; Outlook, Word, and Excel. • Awareness of the importance of confidentiality and data security.
BEHAVIOURS AND KENT VALUES	<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> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>