Kent County Council
Job Description: Business Support Lead

Directorate: **Adult Social Care and Health**
Division: **Business Support Service**
Grade: **KSF**
Responsible to: **Business Support Improvement Manager / Line Manager**

Purpose of the Job:

Provide an effective and professional business support provision to ensure efficient delivery and smooth running of the day-to-day functioning of the division, including, line management of business support staff, budget monitoring, performance indicators and sharing good practice.

Act as the main point of contact for queries relating to business support employees and policy, working with stakeholders to ensure effective flow through our service.

Main duties and responsibilities:

1. Line management of members of the business support team, including staff inductions and supporting development of staff through professional supervision, training opportunities to encourage continued professional development and performance.

2. Provide a proactive, high quality business support service, develop, support and co-ordinate the work of business support staff to meet changing needs and demands, ensuring an effective support service.

3. Develop, maintain and analyse a range of reporting systems and data, highlighting any potential errors to support and provide performance monitoring information for senior managers whilst ensuring data and systems remain accurate and reliable in line with policy and procedures.

4. Ensure financial policy and procedures are adhered to, ensuring that we deliver cost effective services and support, monitor budgets, providing regular reporting as required support with a range of business processes.

5. Support with meetings, including supporting documentation and ensuring that all administrative aspects are in place and actions or decisions are completed.

6. Support the optimisation and delivery of business processes and tasks, communicating policy, procedures and processes to colleagues at all levels and ensuring performance within agreed service levels and management expectations.

7. Build and maintain positive relationships with internal and external stakeholders, work in partnership to promote and improve collaboration, co-ordination and sharing of best practice and opportunities to achieve and meet the needs of the people we support.

8. Contribute and support a range of continuous improvement initiatives, including ad-hoc pieces of work and longer-term projects to meet the changing business needs, responding positively to alternative and improved new methods of working.

9. Staff can work flexibly across to cover other Teams, Services, Divisions and the wider ASCH service to meet changing business need, providing additional resource when required.

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
Person Specification: Business Support Lead

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 Diploma in Administration or equivalent if required and or working towards full professional qualification.
EXPERIENCE	• Experience of working within Local Government. • Experience of managing and monitoring budgets. • Experience of reporting mechanisms, undertaking research, analysing data and compiling reports. • Experience of providing professional supervision and line managing staff. • Experience of showing initiative in problem solving complex problems to support senior management to meet their responsibilities.
SKILLS AND ABILITIES	• High level of written and oral communication skills. • Effective report writing and presentation skills. • Ability to manage and monitor budgets and resources. • Excellent IT skills with a sound working knowledge of Microsoft Office packages particularly Word, Access, Excel and PowerPoint • Ability to prioritise work to meet competing deadlines with a flexible approach. • 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. • 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.
KNOWLEDGE	• Clear understanding of performance and reporting management procedures. • Knowledge of Business Support services and processes. • Good understanding and participation in integrated/multiagency working. • Working knowledge and understanding of financial procedures and process appropriate to the role. • Knowledge of local government and how governance informs and affects decision making in organisations.

KENT VALUES & 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.