

Kent County Council

Job Description: *Dynamic Support Service Business Administration*
Apprentice Level 3

Directorate: Children, Young People and Education
Unit/Section: Children and Young People's Commissioning
Grade: KR Entry Apprentice
Responsible to: Project Manager
Location: Sessions House, Maidstone

Purpose of the Job:

Provide administrative/clerical/business support to the staff team.

Assist in the smooth running of the service

Proactively support staff team to ensure effective and efficient functioning of the service.

Main duties and responsibilities:

Use of Microsoft Office and IT applications:

- Use Word and Powerpoint to produce documents and presentations. Check documentation for errors and amend as appropriate
- Arrange meetings and appointments for the team using Outlook, providing the relevant information to stakeholders and taking accurate notes of meetings when required
- Maintain spreadsheets and databases that record daily and weekly tasks to support performance monitoring by senior management
- Input, modify and retrieve data from computerised systems using the appropriate software.

Assist in the organisation of events such as team meetings and training sessions, preparing support materials and dispatching these in a timely manner, to ensure the whole process runs smoothly.

Book internal and external meeting rooms, including for team meeting/events, and refreshments as directed; ensure rooms are set up appropriately for each meeting and cleared after use, and refreshments are supplied as required.

Undertake administrative tasks, such as managing mailboxes, processing correspondence, maintain and update information on electronic filing system.

Prepare for and attend apprenticeship assessment meetings and participate in all relevant training programmes as required by the training provider.

Adhere to the Apprenticeship Training Plan and complete all education and training within 24 months.

To undertake such other duties as may be reasonably expected at this level.

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 the 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	Entry level apprenticeship – No minimum qualification required for Maths and English. The successful candidate will be able to incorporate Maths and English exams as part of the apprenticeship programme
EXPERIENCE	Basic knowledge of Microsoft Office package, including; Outlook, Word, Excel, PowerPoint.
SKILLS AND ABILITIES	<p>Good interpersonal and communication skills with a confident telephone manner</p> <p>Computer literate with good keyboard skills</p> <p>Good organisational skills, ability to prioritise and complete tasks</p> <p>Ability to work as part of a team and to show initiative</p> <p>Enthusiastic about learning new skills.</p> <p>Demonstrable commitment to personal and professional development</p>
KNOWLEDGE	<p>Knowledge of a range of IT applications including Outlook, Word, PowerPoint, Excel</p> <p>Awareness of importance of data security and confidentiality.</p> <p>Awareness of equalities and diversity issues – respecting the needs and views of other people</p>
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 a challenge.• We are curious to innovate and improve.• We are compassionate, understanding and respectful to all.

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| | <ul style="list-style-type: none">• We are strong together by sharing knowledge.• We are all responsible for the difference we make. |
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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.