

**Directorate:** Children, Young People and Education  
**Unit/Section:** Safeguarding, Professional Standards and Quality Assurance Unit  
**Grade:** KR6  
**Responsible to:** Senior Business Support Officer (Assistant Directors Office)

**Purpose of the Job:**

To assist the Senior Business Support Officer in providing specialist business support to the Assistant Director and Senior Management Team within the Safeguarding, Professional Standards and Quality Assurance Unit, to ensure the effective delivery of services to children, young people, and families.

To assist in the smooth running of the Assistant Directors office and take a proactive role in the day-to-day functioning of the unit.

**Main duties and responsibilities:**

- To undertake the day-to-day administrative and comprehensive business support functions to the Assistant Director.
- To review and update office systems in an accurate and timely manner. This includes mailboxes and information management systems, databases, and electronic files. Tracking key documents, to ensure that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, GDPR, Data Protection and Freedom of Information protocols.
- To quality assure data held on different systems to ensure accuracy, in order to provide reliable information on which management decisions can be made.
- To continuously review team and system processes and identify opportunities for improvement, scoping options for change and implementing change in process.
- To produce all types of documents and presentations, drafting routine correspondence on behalf of the unit and tracking responses within appropriate timescales, presented professionally and accurately.
- To arrange and coordinate meetings on behalf of the unit, making best use of technology to prepare and support the meeting. To ensure that meetings run effectively, action points are followed up and accurate records are distributed as appropriate.
- To support the unit with business-related queries, including system and equipment set up for new and existing staff.

- Assist with the recruitment of senior managers, including advertising of jobs, organizing interviews and the on-boarding of new starters.
- To participate and engage with unit and county-wide Business Support Service meetings and events.

*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.*

## Kent County Council

### Person Specification: *Business Support Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to A Level / GNVQ Level or equivalent.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of high-level business support, having supported senior managers within Local Government.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills when dealing with all levels of staff and external agencies.</li> <li>• Excellent organisational skills, the ability to prioritise and to adapt effectively and drive change.</li> <li>• High standard of literacy and IT skills – the ability to produce a range of documents and reports using Microsoft packages.</li> <li>• Diary and time management skills.</li> <li>• Ability to develop, monitor and maintain effective computerized and manual systems and to suggest improvements where necessary.</li> <li>• Ability to organise and prioritise workload to achieve deadlines.</li> <li>• Co-ordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points.</li> <li>• Ability to travel to and from service delivery points, meetings and training when required</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of the Area role of Childrens Social Services and its links with all Inspection framework requirements as well as the KSCB, professional and voluntary stakeholders.</li> <li>• Understanding of Specialist Children’s Services, governance process and the wider Kent County Council drivers and initiatives for improvement</li> <li>• Understanding of Integrated Children’s Services.</li> <li>• Awareness of policies and procedures in relation to Safeguarding, Data Protection, Health and Safety, Equalities and Diversity.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge.</li> <li>• We are <b>curious</b> to innovate and improve.</li> <li>• We are <b>compassionate</b>, understanding and respectful to all.</li> <li>• We are <b>strong together</b> by sharing knowledge.</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul>