

Kent County Council

Job Description: *Apprentice Business Support Assistant Kent Country Parks*

Directorate: Growth, Environment and Transport
Unit/Section: Kent Country Parks
Grade: Level 3 Apprentice
Responsible to: Business Support Officer Kent Country Parks

Apprenticeship Training Details

Name of Apprenticeship Standard: Business & Administration
Level of Apprenticeship: Level 3
Length of Study: 18 Months

Purpose of the Job:

Work as part of a team, providing administrative support services to meet the business needs of the Country Parks to assist in the smooth running of the service and taking a proactive role in relation to its day-to-day functioning.

Main duties and responsibilities:

- Undertake a range of daily administrative functions of the team/service, in order to facilitate the smooth running of the service.

Duties will include:

- Customer enquiries – monitor the Kent Country Parks mailboxes, answer internal and external enquiries via email, telephone or post. Assist with customer enquiries in a prompt and courteous way or pass to the appropriate person.
- Use and assist in maintaining the online Country Parks booking system – manipulation of data, helping customers with bookings and enquiries.
- Download and input relevant data into relevant spreadsheets e.g. season tickets, birthday party & education feedback forms.
- Work with the Assistant Business Support Officer to design events posters and Facebook posts.
- Filing – paper and electronic. To file documents in the appropriate place and to assist with the upkeep of archiving business documents.
- Helping at Country Parks – to travel to a country park and undertake all ad hoc admin duties given by the Visitor Services, Education or Ranger teams.
- Photocopying, scanning and printing of documents.
- Minute and attend Business Support team meetings.
- Arrange meetings – including meeting/greeting of visitors as necessary.
- Log and assign cases on the internal compliments, complaints, and comments system.
- Assist in monitoring online presence – react/respond to comments made on sites such as TripAdvisor, Google and Facebook.

- Post – collect from Invicta House post room.
 - Ability to manage workload/time whilst working remotely.
 - All other admin duties within the Country Parks team.
- Maintain a range of manual and electronic filing systems, spreadsheets and data storage systems ensuring that the information held is relevant, up to date and accurate and held in line with the Data Protection Act.
- Provide any other administrative support to Country Park's team that maybe required, as directed by your line manager or other senior member of staff.

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: *Apprentice Business Support Assistant Kent Country Parks*

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	GCSE grade 4 English, Maths, ICT but these can be achieved alongside the NVQ
EXPERIENCE	Use of MS office packages
SKILLS AND ABILITIES	<ul style="list-style-type: none"> ▪ An ability to work within a team as well as on own initiative with more straightforward tasks ▪ Good level of computer skills including the ability to use Microsoft Office including Word, Excel and PowerPoint ▪ Organised and efficient ▪ Good communication and interpersonal skills as well as a flexible approach ▪ Good written communication skills are particularly important ▪ Accuracy ▪ Excellent customer care skills – patience & understanding
KNOWLEDGE	Understanding of community activities that take place at the Country Parks including events, school visits, venue hire and birthday parties.
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 <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>