

## Kent County Council

### Job Description: Business Assurance Officer

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| <b>Directorate:</b>    | <b>Deputy Chief Executive's Department</b> |
| <b>Unit/Section:</b>   | <b>Infrastructure</b>                      |
| <b>Grade:</b>          | <b>KR10</b>                                |
| <b>Responsible to:</b> | <b>Business Assurance Manager</b>          |

#### **Purpose of the Job:**

Take the day-to-day lead across Infrastructure and Technology Divisions for business assurance corporate reporting, governance, and compliance for the Infrastructure Division, ensuring that the business operates to standard according to Local Authority statutory, fiduciary and governance requirements and that KCC's constitutional and policy requirements are also met within these divisions,

In addition, ensure that Infrastructure and Technology Division's own standards and performance levels are being met and/or consistently applied as set out in their processes, plans, operational standards, objectives, key results, and key performance indicators through effective monitoring and reporting, auditing and examination as required.

This role will coordinate all governance, business planning, risk, corporate reporting and audit activity (internal & external) within Infrastructure and Technology, supporting the Management Team to comply with any requirements arising from them. The role will also oversee and ensure that Infrastructure responds appropriately to FOI, EIR and SAR requests, complaints and queries and act as Infrastructure's Senior Information Risk Officer and will be responsible for the development, allocation of ownership and reporting of Infrastructure's annual business plan and will also be responsible for tracking the Division's overall business performance and risks.

#### **Main duties and responsibilities:**

1. Compile, contribute, draft and monitor the annual business plans in accordance with the Council Business Planning process and ensure that the Infrastructure and Technology Divisions' business plans have clearly set out the wider accountabilities, including agreeing ownership, defining outcomes and defining their contribution to the wider service and business strategies and ensure progress is monitored effectively and comprehensively providing update reports to the management team as instructed by the Business Assurance Manager.
2. Manage, compile and monitor Infrastructure and Technology corporate KPIs and Performance Information frameworks with regular reporting to the Infrastructure Management Team.

3. Develop, promote, and oversee the implementation and ongoing management of a risk framework across infrastructure and support the development of a risk aware culture across Infrastructure and Technology.
4. Under the direction of the Business Assurance Manager lead on the proactive coordination, collation, tracking as required to support corporate reporting such as audit actions.
5. Lead on the management of the Infrastructure and Technology governance process, working with the Directors Office to ensure adherence to the Council's governance framework standards with a forward plan for decisions making and the necessary steps in the decision-making process are undertaken both within infrastructure and as part of the democratic process.
6. Undertake, lead projects and workstreams as directed by the Business Assurance Manager.
7. Oversee and ensure that Infrastructure & Technology responds appropriately to FOI, EIR and SAR requests, complaints and queries taking actions as appropriate to ensure quality and consistency, and that statutory and/or policy timescales are adhered to. Undertake investigations on behalf of the Management Team, report findings and draft responses in accordance with Council processes. Support audit activity as instructed by the Business Assurance Manager ensuring that the brief for such is understood and followed and that it is managed effectively and transparently.
8. Participate with the wider team in its negotiation of new or amended contracts and Service Level Agreements (either with Clients or suppliers) by assisting with the definition of standards, service levels, OKRs and KPIs as part of Infrastructure and Technology Divisions' service offer.
9. Be responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behavior. Provide excellent service putting the customer at the heart of every aspect of the work.
10. Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

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

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>  |
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| <b>QUALIFICATIONS</b>       | <ul style="list-style-type: none"> <li>Level 4 qualification or an equivalent business qualification (e.g., CIPFA, CIM etc.) or related skill sets</li> </ul>  |
| <b>EXPERIENCE</b>           | <ul style="list-style-type: none"> <li>Relevant experience of delivering outcomes required from Statutory requirements, policy, standards, and business planning.</li> <li>Extensive experience of managing governance processes and standards</li> <li>Experience of acting in a business assurance and compliance role within a Local Authority, Public Body or Corporation.</li> <li>Experience working in a role that requires a considerable degree of diplomacy, sensitivity and empathy despite having to deliver information that could be adversely received.</li> <li>Experience of a one team approach and working collaboratively within a wider team</li> <li>Demonstrable experience of partnership working within a public sector setting at different levels.</li> </ul> |
| <b>SKILLS AND ABILITIES</b> | <ul style="list-style-type: none"> <li>Attention to detail and ability to remain “solutions focused”.</li> <li>Excellent interpersonal skills and team approach including working in a “matrix” style and being able to influence others to gain buy in to change.</li> <li>Able to manage own time and meet deadlines.</li> <li>Excellent standard of computer literacy.</li> <li>Willingness to “learn on the job” as Infrastructure division develops.</li> <li>Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences.</li> <li>Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability</li> </ul>   |
| <b>KNOWLEDGE</b>            | <ul style="list-style-type: none"> <li>Relevant statutes and regulation awareness with a working level of detail in relation</li> <li>Working in a political environment.</li> <li>An awareness and knowledge of the purpose of corporate governance, policy, guidance and their application and observance.</li> <li>Business planning, risk and compliance and reporting</li> </ul>  |

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|   | <p>or Governance methodology</p> <ul style="list-style-type: none"> <li>• Considerable level of business acumen and performance management including the application of KPIs.</li> </ul>   |
| <p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p> | <p><b>Kent Values:</b></p> <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> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> |