

# Kent County Council

## Job Description: Business Support Assistant

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Division:</b>	<b>Growth and Communities</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Business Operations Officer</b>

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

To provide administrative support to the Active Kent and Medway team and to assist with improving and creating more efficient systems.

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

1. Support the Business Operations Officer with the processing of financial transactions and the implementation and maintaining of all agreed financial systems, policies and procedures.
2. Provide day to day administrative support for the team including, but not limited to, monitoring the team mailbox, recording customer comments, booking venues, note taking at meetings and overseeing the team's digital files.
3. Use digital applications including Microsoft 365, Microsoft Forms, Power Automate and Power Bi, to assist with collating and analysing information and data to contribute to the evaluation of projects and creation of reports.
4. Provide administrative support in the promotion and delivery of our annual conferences as well as other online and face to face events.
5. Update the Customer Relationship Management system and support colleagues to utilise the system to its full potential.
6. Research and procure branding materials and merchandise as directed and monitor wider office supplies and create orders as necessary.
7. Contribute to the team's overall work on the fundamentals of insight, monitoring and evaluation, workforce development, equalities, safeguarding and funding opportunities in line with the requirements of Active Kent and Medway Operating Plan.

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: Business Support Assistant

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>	NVQ 2 or equivalent (e.g. A-level) in relevant subjects such as business studies, finance or information technology. (Or demonstrable experience)
<b>EXPERIENCE</b>	<p>Experience of providing administration support and creating and maintaining accurate records.</p> <p>Experience of using Oracle financial systems or equivalent (training will be given).</p> <p>Experience of using a range of IT systems including Microsoft 365 applications, Smartsheet, Excel, Teams, SharePoint, Forms, to collate and analyse information and data.</p> <p>Experience of organizing meetings, webinars and events</p> <p>Experience of delivering good customer service.</p>
<b>SKILLS AND ABILITIES</b>	<p>Excellent organisational skills and attention to detail.</p> <p>Excellent working knowledge of excel.</p> <p>Good written and verbal communication skills.</p> <p>Ability to prioritise workload to meet multiple deadlines.</p> <p>Ability to follow instructions and work independently.</p>
<b>KNOWLEDGE</b>	<p>An understanding of Data Protection and information governance.</p> <p>Knowledge of analysing data to demonstrate impact.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<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>

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	<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>
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