

Kent County Council

Job Description: *Business and Communications Support Officer*

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| Directorate: | Growth, Environment and Transport |
| Unit/Section: | Kent Country Parks |
| Grade: | KR6 |
| Responsible to: | Communication, Engagement & Marketing Officer |

Purpose of the Job:

As part of the business support team you will help ensure the provision of an effective administration and support service to the Kent Country Parks team. Provide a supporting role in the comms, engagement and marketing activity of Kent Country Parks and the services and products the teams deliver.

Main duties and responsibilities:

- Act as a main point of contact for the customers contacting Kent Country Parks, providing excellent customers service. Investigate complex queries and simple complaints referring them to the appropriate person or resolving them where possible.
- Support the day to day clerical and administrative functions of the team/service, in addition to the monitoring of emails, social media posts and telephone messages for appropriate team members and the processing of mail etc, in order to facilitate the smooth running of the catering team.
- Arrange and coordinate appointments and meetings on behalf of the manager and other staff and taking minutes where required.
- Process, maintain and monitor financial records relating to expenditure and income, including i-proc, preparation of invoices for payment, processing charges and monitoring expenditure against budgets, identifying and investigating anomalies and proposing solutions on behalf of the manager, in order to ensure that financial information and procedures relating to the team are accurate, up to date and in accordance with finance regulations and Directorate procedures.
- Maintain systems and processes to ensure systems linked to the service (e.g. customer enquiries, complaints, key performance indicators, service vehicles, H&S, education/teambuilding/venue hire bookings) are managed effectively and efficiently.
- Support site based staff at the country parks; for example through event delivery and administrative support
- Support the Apprentice role including monitoring of quality of work and well-being matters
- To support and produce a range of templates, publications and materials supporting external communications, marketing and business support management functions.

- Supporting the delivery of the marketing plan through a range of tactics including traditional media, print, digital (website, Facebook, Twitter), promotional material, events, stakeholder engagement and e-CRM.
- Work closely with the other members of the Kent Country Parks Business Support Team on cross service delivery
- Take a proactive approach in supporting and encouraging environmental-friendly working as part of the County Council's Green Agenda.

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 and Communications Support Officer*

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 |
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| QUALIFICATIONS | <ul style="list-style-type: none">• Educated to GCSE level or equivalent• NVQ2 in Administration or equivalent |
| EXPERIENCE | <ul style="list-style-type: none">• Office administration experience• Experience of ordering and processing invoices• Experience of working within a customer focused environment• Social Media experience / marketing awareness |
| SKILLS AND ABILITIES | <ul style="list-style-type: none">• Literacy and numeracy skills• Computer literacy - ability to produce a range of documents and process orders and invoices, including using bespoke and KCC systems, Excel spreadsheet and database functions• Interpersonal, organisational and administrative skills• Ability to develop and maintain effective computerised and manual filing systems• Ability to organise and prioritise workload to achieve deadlines• Ability to investigate complex queries and anomalies when required• Ability to take accurate notes and minutes of meetings• Ability to take a proactive approach• Co-ordination skills and attention to detail when collecting and arranging data for the preparation of rotas.• Ability to monitor and process accurate financial records• Ability to create and post on social media platforms• Commitment to equalities and the promotion of diversity in all aspects of working |
| KNOWLEDGE | <ul style="list-style-type: none">• Knowledge of the Kent Country Parks Service• Knowledge of a range of IT systems• Knowledge of computerised and manual filing systems• Awareness of Data Protection and confidentiality issues |
| 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: Flexible/agile - willing to take (calculated) risks and want people</p> |

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| | <p>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> |
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