

## Kent County Council

### Job Description: Business Management Systems Support Officer

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| <b>Directorate:</b>    | <b>Adult Social Care and Health</b>                     |
| <b>Unit/Section:</b>   | <b>Innovation Delivery Team, Business Delivery Unit</b> |
| <b>Grade:</b>          | <b>KR9</b>  |
| <b>Responsible to:</b> | <b>Business Management Systems Officer</b>              |

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

Support the Adult Social Care and Health Directorate approach to Business Management System through development and delivery of programs of work designed to achieve consistency and quality across all service areas.

Support the maintenance and continuous improvement of the sets of tools for planning and implementing policies, practices, guidelines, processes, and procedures that are used in the development, deployment and execution of business plans and strategies and all associated management activities for Business Continuity Management (BCM), Operational Pressures Escalation, Emergency Preparedness, Resilience and Response (EPRR), Environmental Management System (EMS), Sustainability and Climate Change.

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

1. Support the management of the Directorate's Business Management System programs, related projects, and associated management activities for Business Continuity Management (BCM), Operational Pressures Escalation,
2. Emergency Preparedness, Resilience and Response (EPRR), Environmental Management System (EMS), Sustainability and Climate Change, to meet the priorities identified in Directorate and service plans, KCC plans and relevant local and national strategies.
3. Interpret legislation, regulation and non-statutory guidance relating to the Directorate's Business Management Systems. Facilitate the development and delivery of policy, provide practice leadership and high-level expert advice to management teams and stakeholders, in relation to all areas of Business Management Systems strategy and implementation to ensure compliance with requirements and alignment with partner agencies.
4. Support the management of the development and on-going monitoring of Business Management System performance and reporting in line with policy requirements. Develop and implement management reviews to ensure lessons are identified and action taken to maintain the highest standards and drive continuous improvement across the Directorate.
5. Develop, maintain, and evaluate resilience plans and arrangements ensuring that all business units have viable and up to date plans as part of the Directorate's and KCC's response to threats and emergency events. Raise awareness of incident management through clear communication to ensure managers and staff across the Directorate

recognise and are aware of their responsibilities and are ready to deliver in response to emergencies and business interruption, including through the development and maintenance of a scheduled and coordinated exercise programme.

6. Maintain clear and effective working relationships with other services and agencies, through the Kent Resilience Forum and Local Health Resilience Partnership to ensure a coordinated response and improved resilience. Participate in, or lead and manage multi-agency task and finish groups applying professional project management principles.
7. Facilitate the development of partnerships across the Directorate and with cross functional peers in Infrastructure, Finance, Risk Management, Human Resources, Health and Safety, Communications, Resilience and Emergency Planning, Sustainability and Climate Change to support common agenda and initiatives.
8. Develop specialist knowledge and expertise and maintain a high-level understanding of the Authority's policies and procedures, as well as knowledge of external influences such as legislation and partnership agency working, in order to undertake the role of 'expert' and ensure an effective contribution to policy development.

Footnote: This job description is provided to assist the job holder to know what his/her 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 Management Systems 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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| <b>QUALIFICATIONS</b>       | <ul style="list-style-type: none"><li>Degree level (or equivalent) and full professional or occupational qualification.</li></ul>  |
| <b>EXPERIENCE</b>           | <ul style="list-style-type: none"><li>Experience of supporting the delivery of Management Systems, which may include Business Continuity,</li><li>Emergency Preparedness and their legal requirements.</li><li>Experience in research, writing and presenting reports, procedures and processes, and participating in meetings with senior managers.</li><li>Experience in working with cross-professional groups.</li></ul>   |
| <b>SKILLS AND ABILITIES</b> | <ul style="list-style-type: none"><li>Excellent organisational skills and ability to prioritise work independently and in teams to meet strict deadlines.</li><li>Attention to detail</li><li>Management and negotiation skills</li><li>Ability to analyse complex data and information</li><li>Excellent communication skills in all formats (oral, written etc.) in the appropriate manner to a wide range of audiences, including Senior Managers</li><li>Ability to maintain effective partnerships internally and with external agencies</li><li>The ability to innovate and facilitate change</li><li>Flexible and responsive to customer demand</li><li>Ability to challenge with humility and respect</li><li>Motivation and the ability to get jobs done</li><li>Commitment to ensuring equality of opportunity, value and outcome in all aspects of working</li><li>Ability to travel across a wide geographical area in a timely and flexible manner, in accordance with the needs of the service</li></ul> |

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| <b>KNOWLEDGE</b>                           | <ul style="list-style-type: none"> <li>• Good understanding of the Social Care, Health and Public Health structures and operating environment.</li> <li>• Awareness of Data Protection, Equality and Diversity, Safeguarding and confidentiality issues.</li> <li>• Awareness of and responsiveness to political issues.</li> <li>• Good knowledge of project and programme management techniques</li> </ul>   |
| <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> <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> |