

Kent County Council

Job Description: *Business Support Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Innovation & Business Intelligence – Business Services
Location	Maidstone
Grade:	KSD
Responsible to:	Business Services Manager (day-to-day supervision from a Support Supervisor)

Purpose of the Job:

To provide effective and comprehensive project, administrative and technical support to meet the business needs of the service. You will function primarily within a designated service area(s) while offering support to other services as needed. Working flexibly as part of a team you will provide a key role in the implementation of efficient processes and procedures to improve the level of support and office cover provided.

Main duties and responsibilities:

1. Act as a point of contact for team mailboxes and telephone numbers, investigating complex queries, co-ordinating complaints and requests for information within required timeframes, applying specific experience or knowledge to satisfy requests in a professional manner.
2. Undertake a wide range of daily clerical and administrative tasks as outlined by the Business Services Manager, including monitoring inboxes, document management and storage, monitoring and processing correspondence (digital and paper) and ordering and receipting goods and services.
3. Use Microsoft Office 365 and other specialist software to produce documents, presentations and reports within appropriate timescales.
4. Provide support to budget managers by processing budget transfers, invoices and charges, maintaining Imprest and purchase card accounts. Help to maintain accurate financial records at all times.
5. Apply specialist expertise and skills to support legal, regulatory or statutory administrative functions adhering to appropriate legislation and organisational policies.
6. Devise, maintain and operate office systems, both digital and manual, to enable accurate and accessible processes and record keeping in compliance with

information governance requirements, financial regulations and records management policies.

7. Support a wide range of project-related administrative and technical tasks, modifying and updating information, researching, coordinating and analysing data to provide reports for management decision-making.
8. Help arrange and coordinate internal and external meetings and assist in the organisation and delivery of events and campaigns, making venue and hospitality bookings and, where required, preparing relevant documentation. Tasks may involve manual handling.
9. When required, to provide support to the Head of Innovation & Business Intelligence and senior management team, assisting with co-ordination of data relating to specific issues for management reporting and effective completion of their responsibilities.

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 Services - 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
QUALIFICATIONS	Educated to GCSE level 4 in English and Mathematics or equivalent.
EXPERIENCE	Experience of regular multi-tasking and dealing with non-routine activities as well as advanced technical and/or practical skills with regard to using a wide range of office equipment and IT systems in an administrative environment. Experience of administering financial records.
SKILLS AND ABILITIES	Excellent customer care skills to effectively manage verbal and written enquiries and converse at ease at face-to-face events, with internal and external interactions, displaying professionalism and courtesy at all levels and adapting communication styles as required. Good level of computer literacy, particularly in Microsoft Office 365 (Outlook, Word, Excel, Teams, SharePoint) and able to learn new IT systems. Well-developed organisational and practical skills, able to prioritise workload to achieve deadlines and produce accurate work. Able to build and maintain positive relationships working effectively both independently and as part of a team. Ability to use own experience to interpret guidelines and make judgements about how to resolve problems. Ability to take accurate meeting notes to create professional minutes (physical and virtual meetings). Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required.
KNOWLEDGE	Knowledge of business administration, events management, basic finance and procurement processes, information governance and record retention. Awareness of General Data Protection Regulations (GDPR), Freedom of Information and information sharing and handling. Expected to have an awareness of, and work within, national legislation and organisational policies and procedures relating to Health and Safety.

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

Kent Values:

- 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.

Our values enable us to build a culture that is:

- **Flexible/agile** – willing to take (calculated risks) and want people that are flexible and agile
- **Curious** – constantly learning and evolving
- **Compassionate and Inclusive** – understanding and respective to all
- **Working Together** – building and delivering for the best interests of KCC
- **Empowering** – our people take accountability for their decisions and actions
- **Externally Focused** – residents, families and communities at the heart of decision-making.