

## Kent County Council

### Job Description: *Business Support Assistant*

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<b>Directorate:</b>	<b>Strategic and Corporate Services</b>
<b>Unit/Section:</b>	<b>People and Communications, Learning &amp; Development</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>L&amp;D Operations Coordinator</b>

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

To support the Learning & Development team to equip KCC staff with the skills, competencies and behaviours they need today and in the future in line with KCC's Strategy. To ensure high quality administration is provided to L&D and to deliver excellent customer service to all customers.

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

- Maintain all administrative actions for events and training provision where required, including but not limited to listing new events on our learning management system, tracking key dates, providing registers, logging attendance, and liaising with suppliers.
- Provide the highest level of customer service to all delegates and responding to all enquiries in a timely and professional manner ensuring high customer satisfaction.
- Support in the provision of management information, reporting business intelligence and statistical data to feed into evaluation, working across the whole of the L&D team to support the team and the wider organisation.
- Ensure all records and data are input accurately and quality-assure data and information. Ensure guidance and information is of high quality, up-to date and is available to delegates and customers.
- Assist the Business Learning & Development Advisors in researching, commissioning, developing and promoting a range of learning & development programmes for Kent County Council and other partner organisations.
- Assist the Business Learning & Development Advisors in developing new learning & development opportunities in line with business and internal or external customer need.
- Assist the Business Learning & Development Advisors in promoting and marketing the service/programmes, liaising with internal and external customers.
- Remain aware of the latest way of thinking in learning and development in order to support with advice and information on the most up to date and relevant training solutions.

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 Support Assistant*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the minimum criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>Criteria</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Level 2 qualification or equivalent standard</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of administration systems</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>• Able to establish effective working relationships with customers, internal and external</li><li>• Confident to handle routine queries and requests from senior managers and external customers, as well as nonroutine activities under supervision.</li><li>• Effective prioritising of tasks and organisational skills</li><li>• Ability to research particular topics for specific projects</li><li>• Skilled in using Microsoft Word, Excel</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Awareness of the learning &amp; development field and processes</li><li>• Awareness of Learning Management Systems (Delta, Totara, Moodle or similar)</li><li>• Awareness of evaluation procedures and customer care</li><li>• Awareness of the importance of Equality and Diversity</li></ul>
<b>Behaviours</b>	<ul style="list-style-type: none"><li>• Effective Team Player</li><li>• Self-motivated</li><li>• Flexible and can-do attitude</li><li>• Demonstrate and deliver KCC's commitment to Equality</li></ul>
<b>Behaviours and Kent Values</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are brave. We do the right thing, we accept and offer challenge</li><li>• We are curious to innovate and improve</li><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li></ul>