

Kent County Council

Job Description: *Business Support Assistant (Apprentice) Kent Country Parks*

| | |
|------------------------|--|
| Directorate: | Growth, Environment and Transport |
| Unit/Section: | Kent Country Parks |
| Location: | Invicta House |
| Grade: | Apprentice |
| Responsible to: | Country Parks Business Support Officers |

Purpose of the Job:

Work as part of a team, providing administrative support services to meet the business needs of the Country Parks to assist in the smooth running of the service and taking a proactive role in relation to its day to day functioning.

Main duties and responsibilities:

- Undertake a range of day to day administrative functions of the team/service, in order to facilitate the smooth running of the service.

Duties will include:

- Post – open, date stamp and distribute and manage the country parks in tray.
 - Download and inputting relevant data into relevant spreadsheets e.g. season tickets, birthday party & education feedback forms.
 - Filing – paper and electronic. To file documents in the appropriate place and to assist with the upkeep of archiving business documents.
 - Customer enquiries – answer internal and external enquiries via telephone, email or post. Assist with their enquiry or pass to the appropriate person.
 - Helping at Country Parks – to travel to a country park and undertake all ad hoc admin duties given by the Visitor Services, Education Services or Ranger Services teams.
 - Photocopying, scanning and printing of documents.
 - Minute and attend Business Support team meetings, attend quarterly all staff meetings.
 - Arrange meetings – including meeting/greeting of visitors as necessary.
 - Use and assist in maintaining the online Country Parks booking system – manipulation of data, helping customers with bookings and enquiries.
 - Log and assign cases in the internal compliments, complaints and comments system.
 - Assist in monitoring online presence – react/respond to comments made on sites such as TripAdvisor, Google and Facebook.
 - All other admin duties within the Country Parks team.
- Maintain a range of manual and electronic filing systems, spreadsheets and data storage systems ensuring that the information held is relevant, up to date and accurate and held in line with the Data Protection Act.

- Provide any other administrative support to Country Park's team that may be required, as directed by your line manager or other senior member of staff.

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.

Kent County Council

Person Specification: *Business Support Assistant (Apprentice) Kent Country Parks*

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 |
|---|--|
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> ▪ An ability to work within a team as well as on own initiative with more straightforward tasks ▪ Good level of computer skills including the ability to use Microsoft Office including Word, Excel and PowerPoint ▪ Organised and efficient ▪ Good communication and interpersonal skills as well as a flexible approach ▪ Good written communication skills are particularly important ▪ Accuracy ▪ Excellent customer care skills – patience & understanding |
| KNOWLEDGE | An understanding of Country Park's |
| BEHAVIOURS (related to Ways 4 Success) AND KENT VALUES | <p>Customer Orientation</p> <ul style="list-style-type: none"> ▪ Takes trouble to really understand what the customer is asking for <p>“Can-Do” Approach</p> <ul style="list-style-type: none"> ▪ Adopts a positive ‘can do’ attitude to problems, and is willing to ask for help when unsure <p>Communication & Customer Care</p> <ul style="list-style-type: none"> ▪ Is friendly and approaches customers (internal and external) with confidence, respect and sensitivity <p>Teamwork and cooperation</p> <ul style="list-style-type: none"> ▪ Responds positively to requests for information ▪ Shares information and keeps other team members up-to-date with what is going on <p>Respect for Others</p> <ul style="list-style-type: none"> ▪ Treats everyone with dignity and respect <p>Initiative</p> <ul style="list-style-type: none"> ▪ Says “I’ve finished this... what can I do now?” <p>Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Stays focused on tasks and understands why achievement is important <p>Kent Values:</p> <p>Open</p> |

| | |
|--|--|
| | Invite Contribution and Challenge Accountable |
|--|--|