

# Kent County Council

## Job Description: *Business Support Apprentice*

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<b>Directorate:</b>	<b>Chief Executive's Depart</b>
<b>Unit/Section:</b>	<b>Business Support Service</b>
<b>Grade:</b>	<b>Entry Level Apprenticeship</b>
<b>Responsible to:</b>	<b>Business Support Officer / Line Manager</b>

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

Provide a range of business support duties within the division to assist in the smooth running of the day-to-day functioning and daily operations of the service.

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

- Act as main point of contact for the designated team, including monitoring mailboxes, call handling, assessing telephone enquiries and messages, liaising with the line manager, referring to the appropriate team members where necessary.
- Assist with a range of office and administrative systems, keeping accurate records, updating and maintaining filing systems in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Produce a range of documents and draft routine correspondence on behalf of managers and/or other staff, checking for accuracy and ensuring correspondence is dealt with within agreed timescales.
- Arrange appointments and meetings on behalf of managers and other staff within the designated function. Distribute relevant documents as required, accurately capturing sensitive information and producing timely meeting notes where required.
- Assist with data entry/capture on to spreadsheets and databases, maintaining a range of tracking systems where required, highlighting inconsistencies and errors to ensure data remains up to date and accurate.
- Keep simple financial records, referring to manager where appropriate to ensure financial records are kept up to date in accordance with finance regulations and Directorate procedures.
- Contribute to a range of continuous improvement initiatives appropriate to the role, including ad-hoc and longer-term pieces of work to support the changing business needs, responding positively to alternative and improved new methods of working.
- Take a proactive approach in supporting and encouraging with environmental-friendly working as part of the County Council's Green Agenda.
- Staff can work flexibly across other Teams, Services, Divisions and wider ASCH service to cover and meet changing business need, providing additional resource when required.
- To fulfil the requirements of the Apprenticeship.

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 Support Apprentice*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Educated to GCSE level English and Maths or equivalent</li><li>• Level 1 or 2 Diploma or equivalent</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Ability to take accurate notes of meetings – experience gained through school or college lecture notes</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Good literacy and numeracy skills</li><li>• Computer literacy – ability to use a computer and produce a range of accurate documents, using Microsoft Office packages and basic databases, input information, once training has been provided</li><li>• Ability to work to deadlines, e.g. alongside studying</li><li>• Ability to interact courteously and confidently with other people</li><li>• Confidence and ability to ask questions relating to achieving the task</li><li>• Confident telephone manner and ability to write down accurate messages</li><li>• Good organisational skills, gained either through a course of study or within paid or voluntary work</li><li>• Ability to use filing systems, once training has been provided</li><li>• Ability to retain and use a range of new information</li><li>• Ability to work confidentially, keeping work-related issues and discussions in the workplace</li><li>• Willingness to attend training courses which help you in your current role and develop your potential for other roles</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, carsharing etc</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Awareness of the services provided by Kent Adult Social Services or Kent County Council</li><li>• Awareness that work-related issues, conversations, information and data are to be kept confidential within the workplace</li><li>• Awareness of equalities and diversity issues – respecting the needs and views of other people</li><li>• Understanding of health and safety issues within the workplace, once these have been explained</li></ul>

**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** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making