

Kent County Council

Job Description: *Business Support Assistant*

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| Directorate: | Children, Young People and Education |
| Unit/Section: | Kent PRU and Attendance Service - Courts Team |
| Grade: | KR3 |
| Responsible to: | Business Support Lead |

Purpose of the Job:

As part of a team, provide a comprehensive business support service across all aspects of Attendance Enforcement work to a range of generic requirements from the Department to support delivery of the business and projects. Assist with a variety of the duties and responsibilities from the list below.

Main duties and responsibilities:

- Maintain and monitor generic mailboxes, passing queries to the team responsible for delivery and liaising with customers to ensure a fast response to their requirements.
- Assist with the administration tasks for production of fixed penalty notices • Assist the team members with ad hoc projects, including automation projects.
- Assist with the production of correspondence and documents aligned to specific business processes and arrange for the conversion of documents to alternative formats on behalf of customers.
- Maintain, update and monitor filing systems and databases where required, ensuring record retention and GDPR policies are followed.
- Have a good understanding of inclusivity, be willing to learn more and encourage others to practice inclusivity.

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 Assistant*

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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| QUALIFICATIONS | <ul style="list-style-type: none"> • Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent |
| EXPERIENCE | <ul style="list-style-type: none"> • Previous experience of working in an office environment |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> • Able to produce accurate written material including documents and correspondence • Able to deal with a range of confidential material • Excellent interpersonal and organisational skills when dealing with all levels of staff, council members and the public • Computer literacy – ability to produce a range of documents and reports, including using Word, Excel, MS Teams, and Outlook etc • Diary and time management skills • Ability to organise own workload to achieve a range of deadlines • Ability to take a proactive approach • Ability to develop, monitor and maintain effective computerised systems and to suggest improvements • Ability to take accurate notes and minutes of meetings • Commitment to equalities and the promotion of diversity in all aspects of working |
| KNOWLEDGE | <ul style="list-style-type: none"> • Knowledge of the services provided by Kent County Council • Knowledge of the County's Record Retention Policy and freedom of information protocols • Knowledge of a range of IT systems • Knowledge of computerised filing systems • Awareness of Data Protection, GDPR and confidentiality issues |

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| <p>KENT VALUES AND CULTURAL ATTRIBUTES</p> | <p>Kent Values:</p> <ul style="list-style-type: none">• 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> |
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