

## Kent County Council

### *Job Description: Administration Assistant – Children in Entertainment and Employment*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Kent PRU and Attendance Service – Administration assistant</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Children in Entertainment and Employment Officers/ Line Manager</b>

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

- To provide administrative assistance to The Children in Entertainment and Employment team
- To assist in the smooth running of the team, and take a proactive role in relation to its day to day functioning.

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

- To support the day to day administrative functions of the team and the wider service including the monitoring of emails and telephone messages for team members.
- To act as a point of contact to ensure that internal staff, partners and members of the public who contact the team are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, referring them to the appropriate person in a courteous, prompt and efficient manner.
- To maintain, monitor and update office systems in an accurate and timely manner.
- To update, modify and retrieve data from systems and prepare standard and non-standard reports. To quality assure data held on different systems to ensure accuracy in order to provide reliable information on which management decisions can be made.

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: Administration Assistant – Children in Entertainment and Employment*

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	<ul style="list-style-type: none"><li>• Educated to GCSE level or equivalent (Level 2)</li><li>• Qualification in Administration desirable</li></ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"><li>• Excellent interpersonal skills</li><li>• Literacy, numeracy and computer skills - ability to produce a range of documents and reports using Microsoft Office, databases and case management systems</li><li>• Ability to organise and prioritise workload to achieve deadlines</li><li>• Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies</li><li>• Ability to travel to and from meetings and training when required</li></ul>
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"><li>• Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel)</li><li>• Understanding of Children, Young People and Education Services</li><li>• Awareness of Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working</li></ul>
KENT VALUES AND CULTURAL ATTRIBUTES	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>