

## Kent County Council

Job Description: *Senior Business Support Officer*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Early Help and Preventative Services/Business Management</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Business Development Officer</b>

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

Ensure the provision of comprehensive administrative and financial support to assist in the smooth management of the service across the District. Liaise with Senior Officers, Members and Key Partners contacting the Service.

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

- Provide comprehensive administrative and financial support service to the District Leaders, including diary and time management.
- Act as the District point of contact for enquires for the District Lead and take appropriate action in relation to queries from the public, Members of the County Council, Senior Officers and others ensure that these queries are dealt with effectively and in a professional manner. Liaise with Senior Officers, Members of the Authority and Key Partners ensuring communications are appropriate and directing them to the appropriate officer of the Service.
- Plan, organise and coordinate any District internal and external meetings, assist in organisation of events and training ensuring that the whole process runs smoothly and that every administrative aspect is covered including preparing and circulating agendas, minute and note taking. This may include occasional evening and weekend working.
- Supervise Support Officers (Open Access), Support Officers (Units) and Support Assistants (Open Access) ensuring effective, quality support for the processes and systems are up to date and accurate at all times.
- Input, monitor and ensure that all administrative systems for the District, both electronic and manual are effective and up to date. Ensure all systems are maintained consistently across the District to provide an effective and efficient support including Area and District Asset Registers and Inventories, Health and Safety Returns.

- Maintain the budget administration for the District Lead in relation to expenditure and income, e.g. processing and preparing invoices, monitoring expenditure, maintaining imprest/purchase card accounts and processing charges. All procedures to comply with the Authority's Financial Regulations and Procedures, Retention Policy, Data Protection and Freedom of Information protocols.
- The postholder will be expected to work flexibly across the 0-25 age range, including evening, weekends and during school holiday periods; this will be co-ordinated by Early Help and Preventative Services Management as required.

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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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>	Level 3 qualification in Administration or equivalent and/or relevant experience
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Administrative and financial experience</li><li>• Experience of working for a senior manager</li><li>• Working with accuracy and confidentiality</li><li>• Experience of supervising staff</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Literacy, numeracy and computer skills - ability to produce a range of documents and reports, including non-standard reports, using MS package and databases such as case management systems</li><li>• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members and external contracts including diary and time management skills, and the ability to balance constantly changing priorities and deadlines</li><li>• Co-ordination skills when arranging meetings and appointments and ability to take accurate notes and minutes of meetings and take a proactive approach in tracking action points and correspondence, in liaison with the managers concerned</li><li>• Ability to input and maintain effective administrative systems and oversee the administration of financial systems and processes and investigate complex queries and anomalies within the District</li><li>• Ability to supervise and motivate a team of Support staff spread across the District</li><li>• Ability to travel to and from service deliver points, meetings and training when required</li></ul>

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of administrative processes and budget monitoring processes, including reconciliations</li> <li>• Knowledge of service delivery for young people and families across open access and case work</li> <li>• Knowledge of a range of IT systems including databases and self-service</li> <li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• Open</li> <li>• Invite contribution and challenge</li> <li>• Accountable</li> </ul>