

Kent County Council

Job Description: *Operational Support Coordinator*

Directorate:	Chief Executive's Department
Unit/Section:	Strategy, Policy, Relationships and Corporate Assurance (SPRCA)
Grade:	KR7
Responsible to:	Operational Manager

Purpose of the Job:

To provide administrative and business support to ensure the effective delivery of projects and programmes relating to digital inclusion and capabilities and act as a point of contact for partners and stakeholders. To assist in the smooth running of the team and take a proactive approach in the day-to-day functioning of the programme, workstream and team.

Main duties and responsibilities:

- Undertake the day-to-day administrative and business support functions of the team and wider programme including monitoring of emails and telephone messages for team members.
- Act as a point of contact to ensure that all 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, and receiving visitors in a courteous, prompt and efficient manner.
- Monitor and update systems in an accurate and timely manner. This includes mailboxes and information management system, databases and electronic files.
- Produce all types of documents, drafting routine correspondence on behalf of the workstream and tracking responses within appropriate timescales, presented professionally and accurately.
- Arrange and coordinate meetings, making best use of technology to prepare and support the meeting. Ensure that meetings run effectively, action points are followed up and accurate records are distributed as appropriate.
- Support managers in the processing and monitoring of financial transactions to help ensure budgets are properly managed and procurement policy adhered to.
- Support the team in developing and maintaining our marketing and communications, as well as platforms and systems.

- Administer and deliver various established projects and schemes within the parameters provided by management.
- The postholder will be expected to work flexibly, including evening, weekends and during school holiday periods; this will be coordinated by 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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Person Specification: *Operational Support Coordinator*

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	Educated to Level 2 (e.g. GCSE) or equivalent and/or proven ability to deliver the requirements of the post.
EXPERIENCE	Experience of working with senior managers. Experience of drafting reports and correspondence. Experience in customer service. Experience in supporting projects
SKILLS AND ABILITIES	Excellent interpersonal skills. Literacy, numeracy and IT skills — ability to produce a range of documents and reports using Microsoft Office, databases and case management systems. Ability to organise and prioritise workload to achieve deadlines. Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies. Coordination skills when arranging meetings and appointments Ability to take accurate records of meetings and take a proactive approach to tracking action points.
KNOWLEDGE	Understanding of IT applications and working knowledge of Microsoft Office applications. Understanding of the HR process, such as DBS checks. Awareness of policies and procedures in relation to safeguarding, data protection, health and safety and equalities.
BEHAVIOURS AND KENT VALUES	Kent Values: <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. Compassionate and Inclusive - compassionate, understanding and respectful to all.</p> <p>Working Together - building and delivering for the best interests of Kent. 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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