

Kent County Council

Job Description: Business Support Officer

Directorate:	Children, Young People and Education
Unit/Section:	Children's Commissioning
Grade:	KSE (KR7)
Responsible to:	Head of Children's Commissioning

Purpose of the Job:

Provide professional support to the Head of Children's Commissioning and wider Commissioning team, undertaking project activities, budget monitoring and sharing good practice to ensure the smooth running of the service.

Contribute to and co-ordinate the collation of management of budget information relating to performance indicators and other procedures to ensure compliance and consistency with Government guidelines, legislative requirements and KCC Policy.

Co-ordinate responses to Freedom of Information requests and manage the Department Risk Register.

Main duties and responsibilities:

- Monitor and report against all expenditure within the business function; ensure retention of documents is in line with the Records Management Policy, including individual client data where appropriate. This will lead to compliance with legal requirements and KCC policies.
- Manage response to complaints, compliments and Freedom of Information (Fol) requests to ensure the team complies with legal requirements and KCC policies.
- Co-ordinate and improve the effectiveness of the business support function to enable continuous improvement and disseminate the information via appropriate channels e.g. the Organisational Development group.
- Research, co-ordinate, obtain and manage information / data in a timely and coherent manner, in order to report at strategic level on performance indicators and ensure business continuity.
- Support and advise members of the team to ensure compliance with Local Authority financial controls, dealing with queries from the team on payment and income processes to maintain good financial management and training staff on local processes and policies.
- Co-ordinate HR processes across the division using specialist knowledge to maintain and uphold good practice and compliance with legal provisions, e.g. Equality Act.
- To liaise with programme and project management within the team in order to provide support and advice to this function to ensure correct implementation of policies and procedures.

- Monitor the risk register on behalf of the team, ensuring a system of regular monitoring, review and escalation of untoward incidents. This will ensure good management practice is complied with and assist the team in maintaining good clinical governance and high professional standards.

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.

Kent County Council

Person Specification: Business Support Officer

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">• Educated to NVQ level 3 or equivalent in business or management
EXPERIENCE	<ul style="list-style-type: none">• Experience working in a professional environment• Experience of working in a finance environment• Able to manage multiple work streams, prioritise effectively and work under pressure to meet deadlines
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent administration skills, including typing, and a confident telephone manner• Supervisory skills• Able to balance constantly changing priorities• Proactive approach• Able to work on own initiative• Good organisational skills• Ability to maintain confidentiality• Able to provide effective training to help introduce and support procedures for processing information
KNOWLEDGE	<ul style="list-style-type: none">• Clear and effective communication skills both oral and verbal• A good understanding of KCC council policies, financial controls and procedures• Good standard of IT literacy including using MS Office (Word, Excel, Outlook and PowerPoint)• Knowledge of financial procedures and monitoring protocols• Knowledge of project management• Knowledge of office systems e.g. filing and financial systems• Knowledge of services provided by KCC and Commissioning• Awareness of policy and procedure relating to Commissioning
BEHAVIOURS AND KENT VALUES	<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