

Kent County Council

Job Description: *Business Support Lead*

Directorate:	Children, Young People and Education
Unit/Section:	Integrated Children's Services – Business Support
Grade:	KSD
Responsible to:	Senior Business Support Lead

Purpose of the Job:

To oversee and co-ordinate the provision of a business support service for central, and monitoring and compliance functions.

To supervise a team of Support Officers and Assistants.

To assist in the effective running of the service and take a proactive role in relation to its day-to-day functioning.

Main duties and responsibilities:

- To assist with the recruitment, day-to-day supervision, training and TCP recommendations for Business Support staff, including monitoring work quality, volume and timescales. Lead on managing any performance issues.
- To ensure that there is adequate cover in place to provide an efficient and effective support and administrative service across central / monitoring and compliance teams.
- To monitor and ensure that all central / monitoring and compliance administrative systems are effective and up to date.
- To act as a central point of contact for enquiries from both internal and external colleagues and the public.
- To arrange and coordinate meetings on behalf of the service, including emailing the relevant documents in advance of meetings and using IT to record meetings when required to do so. To ensure that meetings are run effectively, action points are followed up and accurate records are distributed to relevant parties following the meeting.
- To use information from a range of electronic systems to measure and monitor performance relating to administrative tasks to assist the Service in managing performance.
- To liaise and be a link lead person on behalf of the function and the Management Information Unit (MIU) on issues regarding a child's electronic filing system. Relay any local issues that have arisen and advise MIU on issues from the perspective of the operation as well as being part of any testing of any upgrades to systems.

- To oversee the administration of financial systems relating to expenditure and income e.g. I-procurement management for processing orders and invoices, monitoring expenditure, purchase card transactions, managing Imprest accounts and processing changes, in accordance with financial regulations and directorate procedures.
- To implement and ensure the maintenance of new administration systems to support a consistent approach throughout Integrated Children's Services in line with agreed procedures.
- To continuously review team and system processes and identify opportunities for improvement, scoping options for change and implementing change in process and/or staffing.
- To actively attend and engage with county Business Support meetings and events.

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 Lead*

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	Level 3 qualification in Administration or equivalent
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent interpersonal and organisational skills when dealing with all levels of staff, including diary and time management skills, and the ability to balance constantly changing priorities and deadlines • Literacy, numeracy and computer skills - ability to produce a range of documents and reports, including non-standard reports, using Microsoft Office, databases and case management systems • 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 • 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 • Ability to supervise and motivate a team of Support staff spread across the District • Ability to travel to and from service deliver points, meetings and training when required • Ability to work occasional evenings and/or weekends
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> • Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel) • Knowledge and experience of administrative processes and budget monitoring processes, including reconciliation • Understanding of Children, Young People and Education Services, particularly Children's Centre service delivery • Understanding of Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working
KENT VALUES AND CULTURAL ATTRIBUTES	<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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