Kent County Council

Job Description: *Business and Stakeholder Liaison Officer*

Directorate:	**Growth, Environment and Transport**
Unit/Section:	**TRA – Transportation – Road Safety & Active Travel Team**
Grade:	**KSF**
Responsible to:	**Senior Programme Manager (Active Travel)**

Purpose of the Job:

Support the Senior Programme Manager (Active Travel) and the Active Travel team in robust financial controls, team and project specific communications and provide monitoring and evaluation assistance.

Main duties and responsibilities:

- Support Team leaders on all forms of communication relating to the Active Travel Team with specific responsibility to triage and respond to customer enquiries via the customer services databases (WAMS and icasework) and generic team email inbox.

- Assist with project specific communications such as engagement and consultations. This will include production of consultation plans, start of works notices, website updates, production and updates of Equality Impact Assessments, provision of utility services information and other project specific data collection such as speed/cycle/pedestrian surveys, crash statistics and land registry information. Placing official notices on site and attending meetings/minute taking when requested.

- Contribute towards the improvement of current working practices and have an active involvement in changes to process and procedure.

- Provide professional financial support, analysis, advice and information to the Senior Programme Manager and Active Travel Team Leaders

- Ensure regular communication with relevant staff and managers to obtain financial information and work completed data, to monitor budgets and provide financial reports.

- Collate and analyse the monthly revenue/income and expenditure for the Active Travel team to support sound management of budgets for KCC. To include managing and maintaining financial related systems e.g. i-Proc & Oracle, to ensure accurate reporting of financial matters including raising purchase orders and processing invoices for payment.

- Ensure expenditure and income is processed, and accounts submitted and verified with internal and external stakeholders, within the stated timescales to

maximise income, utilising correct budget codes, to meet KCC corporate standards.

- Help to identify new and monitor key existing indicators and report progress against targets to ensure we understand and improve service delivery.

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 and Stakeholder Liaison 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	• Good general education to GCSE (Grade C or above) or equivalent level, including Maths and English.
EXPERIENCE	• Local government or highways environment with a legislative background and familiar with highway legislation and the Road Traffic Regulation Act. • Experience of accounting systems (e.g. Oracle).
SKILLS AND ABILITIES	• Computer literate (use of MS office and other typical general office packages). • Knowledge of accounting systems such as Oracle, together with a proven ability to use, interpret and communicate accounting data. • Knowledge of customer enquiry database such as confirm/WAMS • Excellent attention to detail. • Good skills in managing information and communicating with others. • Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.
KNOWLEDGE	• Invoicing and payment processes. • Customer Care
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • 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 Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their

	decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making