

Kent County Council

Job Description: *Business Support Officer*

Directorate:	Children, Young People and Education
Unit/Section:	LADO Education Safeguarding Advisory Service within the Safeguarding, Professional Standards and Quality Assurance Unit
Grade:	KSC
Responsible to:	Senior Business Support Officer

Purpose of the Job:

To provide extensive administrative support to the LADO Education Safeguarding Advisory Service and ensure the smooth running service delivery.

To ensure an efficient communication network with clients and customers and within the service.

To ensure all support functions are effectively carried out.

Main duties and responsibilities:

- Provide a comprehensive administrative support service and take a proactive role in its daily functioning.
- To act as a point of contact to ensure that 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, referring them to the appropriate person to ensure that staff, service users and members of the public who make contact are dealt with efficiently and consistently.
- Support the day-to-day administrative functions of the service to include monitoring of Portal enquires, e-mails, telephone calls, diary management, data collection, ordering to facilitate the smooth running of the service.
- To monitor and update systems in an accurate and timely manner. This includes mailboxes and information management systems, databases and electronic files.
- To quality assure data held on different systems to ensure accuracy, in order to provide reliable information on which management decisions can be made.
- To support managers in the processing and monitoring of a range of financial and procurement transactions to help ensure that budgets are properly managed and procurement policy adhered to.

- Update, modify and retrieve data as required, assisting with preparing reports, to meet information needs to provide accurate and reliable information on which management decisions can be made.
- To participate and engage with service and county-wide Business Support Service meetings and events.
- Arrange and coordinate appointments, meetings and training on behalf of the service, including providing the relevant documentation and tools for meetings and training sessions.
- Maintain all office systems, adhering to GDPR requirements.
- Take a proactive approach in supporting and encouraging the service in environmentally friendly working.

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 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"> Level 2 in Administration or equivalent
SKILLS AND ABILITIES	<ul style="list-style-type: none"> 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 Co-ordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points. Ability to travel to and from service delivery points, meetings and training when required
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none"> Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word and Excel) Understanding of Integrated Children's Services Awareness of policies and procedures in relation to Safeguarding, Data Protection, Health and Safety, Equalities and Diversity
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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