

## Kent County Council

Job Description: *Total Placement Service Business Officer (External Placements)*

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**Directorate:** Children, Young People & Education  
**Unit/Section:** Children's Commissioning  
**Grade:** KR7  
**Responsible to:** Total Placement Service - Business  
Coordination Manager

### **Purpose of the Job:**

Develop and maintain business systems and data processes for the purchase of resources for children and families.

Support senior managers with the purchasing and delivery of resources for children and families; maximise efficiencies, transparency and compliance of financial, contractual and data policies and process.

### **Main duties and responsibilities:**

- Work closely with the key stakeholders to ensure that information relating to placements and resources is accurately captured and monitored using business systems and standard reports. Contribute to meetings with key stakeholders to ensure services are continually reviewed and improved where possible
- Responsible for reviewing business systems and standard reports and undertaking timely actions to ensure financial and contractual compliance. Identify inaccuracies and gaps in the data and resolve queries raising concerns with senior managers as necessary
- Participate in project work supporting senior managers to improve service delivery and protocols through the use of new technology; collation and assimilation of data from a number of sources, analysis of data to identify trends and themes as required, assist with the development and monitoring of KPIs to inform relevant strategies and policies for commissioning and children and families
- Prepare contractual documentation for the purchase of resources adhering to purchasing and commissioning protocols
- Investigate and find solutions to business queries, in particular, data, financial and contractual complex queries. Adhere to current policies, contractual terms and conditions and timely payment of provisions

- Provide specialist advice to key stakeholders on the business elements; systems, data, financial and contractual processes to inform commissioning and children and families priorities. Provide feedback to managers and key stakeholders and deal with challenges that may arise, referring complicated issues to senior management; quality issues, system limitations and assist senior managers in finding solutions to improve efficiencies
- Assist in the review of systems, data, financial and contractual information within commissioning to ensure that they are effective and meet the needs of all key stakeholders
- Assist senior managers and staff in preparing key stakeholders for the introduction of new systems and processes.

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: *Total Placement Service Business Officer (External Placements)*

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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	NVQ level 3 (or equivalent) in Business, Management or Administration
<b>EXPERIENCE</b>	Experience of working in the public, private or voluntary sectors  Experience of a customer or service user facing environment  Experience of financial and contractual procedures  Experience in the advanced use of software tools that support the analysis and presentation of data.
<b>SKILLS AND ABILITIES</b>	Good level of interpersonal and communication skills at all levels  Excellent business administration skills  Ability to manage and resolve complex queries and to recognise when it requires escalating  Ability to meet strict deadlines and targets, prioritise and plan effectively  Ability to create complex spreadsheets, analyse data and raise contractual documentation.
<b>KNOWLEDGE</b>	Knowledge and understanding of Children and Families legislation and statutory requirements.  Awareness of Data Protection, GDPR and confidentiality issues  Awareness of and responsiveness to political issues  Knowledge of commissioning, financial regulations and contracting procedure  Awareness of project management.

<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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