

Kent County Council

Job Description: Business Support Officer – Family Hubs

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| Directorate: | Children, Young People and Education (CYPE) |
| Unit/Section: | Family Hubs |
| Grade: | KR5 |
| Responsible to: | Business Support Lead |

Purpose of the Job:

Provide essential administrative and financial support to ensure the effective operation of 0-19 (25 for Special Educational Needs and Disability) Family Hub model within the area. Acting as a central point of contact, the Business Support Officer facilitates the coordination of internal and external meetings, maintains accurate financial records, and assists in the submission of necessary paperwork. This role is instrumental in promoting the smooth functioning of Family Hubs, supporting professionals and managers, and contributing to the overarching goal of offering accessible, connected, and relationship-based support to families in need. The Business Support Officer plays a key role by undertaking tasks within established guidelines and contributing to the broader service's success.

Main duties and responsibilities:

- Provide comprehensive administrative and financial support for Family Hubs, including record maintenance, data retrieval, and report preparation.
- Act as a primary point of contact for staff, visitors, and partners accessing Family Hub services, offering guidance, signposting and assistance as needed.
- Coordinate internal and external meetings, events and activities, ensuring administrative aspects are covered, including minute taking and distribution for CYPE activity.
- Process, maintain, and monitor financial records, including physical banking related to expenditure and income, adhering to finance regulations and Directorate procedures.
- Assist in collating and preparing relevant paperwork where required by CYPE, including data returns, to professionals, managers, partners and families within specified deadlines.
- Handle all information in a secure manner, in adherence with data protection and record retention protocols. Uphold the confidentiality and integrity of data throughout all processes.
- Monitor and collate Health and Safety returns and Risk Assessments for Family Hubs, reporting issues to the District Manager.
- Input and maintain the Family Hub Asset register/inventory, booking systems, and other required registers.
- Support the opening and closing of Family Hub buildings when required.

Footnote: This job description is provided to assist the job holder to know what his/her 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 – Family Hubs

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 |
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| QUALIFICATIONS | <p>Level 2 qualification in Administration or equivalent practical experience.</p> <p>A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.</p> |
| EXPERIENCE | <p>Practical experience in providing comprehensive administrative and financial support, including record maintenance, data retrieval and financial record keeping.</p> <p>Experience of working with case management systems and Microsoft packages alongside experience of handling financial information accurately and confidentially.</p> <p>Good customer service skills and experience of dealing with members of the public.</p> <p>Experience in planning, organising and co-ordinating internal and external meetings, events and activities within a similar setting.</p> <p>Experience in assisting with the submission of paperwork to professionals, managers, partners and families within specified deadlines.</p> <p>Experience in identifying and reporting health and safety issues, demonstrating a strong commitment to a safe and secure environment.</p> <p>Experience of collating and monitoring data and being able to highlight and prioritise information to support District Managers in making informed decisions.</p> |
| SKILLS AND ABILITIES | <p>Proficiency in literacy, numeracy and digital skills, including Microsoft packages.</p> <p>Act as the first point of contact for staff, visitors and partners accessing Family Hub services. Adept at providing guidance when necessary and maintaining positive communication internally and externally.</p> |

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| | <p>Ability to maintain and process accurate and timely records, investigate administration related queries and escalate appropriately.</p> <p>Strong organisational skills with the ability to prioritise workload and meet deadlines. Effective coordination skills in scheduling meetings, appointments and activities, with the ability to work with relevant managers to ensure an accurate record of discussions and action points.</p> <p>Able to travel flexibly to other Family Hub sites across the locality as required to meet operational demands.</p> |
| KNOWLEDGE | <p>Good working understanding of digital and ICT systems such as Microsoft packages and Case Management Systems.</p> <p>Comprehensive knowledge of financial procedures to undertake financial processing and monitoring related to expenditure and income.</p> <p>Willingness to develop knowledge in the Family Hubs setting</p> <p>Knowledge of legislation related to safeguarding, data protection, health and safety, equality and diversity. demonstrating a strong commitment to a safe and secure working environment.</p> <p>Familiarity with the principles and operations of the Kent Family Hub model.</p> |
| 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> |