

Kent County Council
Job Description: *Administration Officer*

Directorate:	Children, Young People, and Education
Unit/Section:	Children's In House Services
Grade:	KSC
Responsible to:	Registered Manager

Purpose of the Job:

Provide an administrative/clerical/secretarial support service to the Children's home to assist in the smooth running of the service and taking a proactive role in relation to its day to day functioning.

Main duties and responsibilities:

- **Administrative and Secretarial Support:** Provide a comprehensive administrative and secretarial service to the Registered Manager and wider Children's home team, including word processing from various sources, drafting routine correspondence, tracking responses, and ensuring paperwork is completed and followed up within agreed timescales.
- **Front-of-House and First Point of Contact:** Act as the main point of contact for the children's home, handling telephone and email enquiries, triaging queries appropriately, and welcoming visitors in a professional, courteous and efficient manner to ensure consistent communication with staff, children, families and external contacts.
- **Office Systems, Records and Information Management:** Develop, maintain and monitor effective office systems, including electronic and manual filing and databases, ensuring records are accurate, complete and compliant with data protection, freedom of information and record retention requirements, and adapting systems to improve efficiency where needed.
- **Day-to-Day Office Coordination and Team Support:** Support the smooth running of the homes administrative functions, including overseeing and supporting Level 1 and 2 administrative staff, monitoring shared inboxes and messages, ordering stationery, processing mail, and coordinating routine office activity.
- **Meetings, Diary and Communications Management:** Arrange and coordinate diaries, appointments and meetings for the Registered Manager and home staff, including multi-agency meetings, preparing and distributing papers, taking minutes where required, and ensuring actions are followed up in a timely way.
- **Data, Reporting and Information Accuracy:** Maintain, update and retrieve information across manual and electronic systems, producing standard and non-standard reports, cross-checking data for accuracy, and developing new processes to meet information and reporting needs to support effective management decision-making.
- **Workforce and Personnel Administration:** Administer routine HR and personnel processes on behalf of the Registered Manager, including diary coordination, recording

and monitoring sickness absence, annual leave and expenses, and providing administrative support to recruitment, selection, induction and workforce planning activities.

- **Financial and Operational Support:** Process and monitor financial records for the home, including invoices, charges, petty cash and budget monitoring, identifying anomalies and proposing solutions, while also providing practical operational support such as arranging transport, bookings, equipment orders, maintaining children's files and undertaking routine research as required.

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: *Administration 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"> • Educated to GCSE level or equivalent in Math's and English. • NVQ2 or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> • Substantial proven experience in office administration.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good keyboard and minute taking skills. • Computer literate. • Literate and numerate. • Good interpersonal and organisational skills. • Confident telephone manner. • Able to prioritise workload and work to deadlines. • Able to work on own initiative. • Be customer focused. • Be visible and approachable to partners, public and staff. • Listen carefully and act on what is being said – use clear language. • Work to find positive solutions, be creative.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of office processes. • Knowledge of computer systems such as word and excel.
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>