

Kent County Council

Job Description: *Business Services - Support Officer*

Directorate:	Growth, Environment and Transport
Division:	Growth & Communities – Innovation & Business Intelligence
Grade:	KSC
Responsible to:	Business Services Manager (day-to-day supervision from a Support Supervisor)

Purpose of the Job:

To provide a comprehensive level of administrative and technical support to ensure the effective delivery of the Kent Scientific Service, working flexibly within a designated area while contributing to wider team support, efficient processes and resilient office cover.

Main duties and responsibilities:

1. Provide effective management of shared team mailboxes and telephone services, applying appropriate knowledge and expertise to ensure timely and accurate resolution of customer enquiries.
2. Carry out a range of routine and non-routine administrative and organisational tasks that may involve assistance with diary management, arranging and co-ordinating meetings/events and producing agendas and notes at senior management meetings.
3. Use various Microsoft Office 365 applications (Outlook, Word, Excel, MS Teams, OneDrive, SharePoint, Co-Pilot) and able to learn new office systems and specialist software, proactively making the best use of technology to support the business.
4. Carry out small discrete projects under the direction of a Support Supervisor or another manager, reviewing and updating processes, providing reports for management decisions, researching and co-ordinating information for internal and external customers.
5. Apply professional knowledge, experience and skills to perform high accuracy processing of legal, regulated and statutory administrative functions, ensuring documentation is complete, compliant and progressed promptly (permits, licensing and registering product samples).-.
6. Support service heads with effective financial management, including the monitoring of income and expenditure (ordering goods and services, preparing and processing invoices and journal transfers) and maintaining accurate records to support financial reporting, including externally funded/grant aided work.
7. To provide support to Service Heads and senior management teams when required, assisting with the management of health and safety requirements and the collation and management of data relating to specific issues to support management reporting and effective decision-making.

8. To undertake other related duties, proportionate with the role, that may be required to provide an effective business support function for the Growth & Communities Division.

Footnote: This job description is provided to assist the job holder know what the 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 Services - 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">• Educated to GCSE level or equivalent, including Maths and English.• Hold an NVQ Level 2-3 (or equivalent) in Business Administration.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in an office environment in a business support/administrative role.• Proven experience of using Microsoft Office 365 applications making choices about how professional tasks are completed.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent customer care with strong written and verbal communication, able to deal confidently with customers, both virtually and face-to-face at events, with a commitment to equalities and the promotion of diversity in all aspects of working.• Excellent level of IT literacy, particularly in Microsoft Office 365 applications, with high attention to detail and accuracy.• Well-developed organisational and practical skills able to prioritise workload to achieve deadlines and apply own experience to interpret guidelines and make judgements on how to resolve problems.• Ability to take accurate notes and produce professional minutes for physical and virtual meetings.• Ability to work independently and collaboratively, building and maintaining positive working relationships.• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of business administration, systems and processes and an understanding of basic financial and procurement processes.• Awareness of Data Protection and confidentiality issues.• Expected to have an awareness of, and work within, national legislation and organisational policies and procedures relating to Health and Safety.
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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