

## Kent County Council

### Job Description: Programme Support Officer

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Strategy, Policy, Relationships and Corporate Assurance (SPRCA)</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Delivery and Reporting Manager</b>

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

The Programme Support Officer role will help ensure the effective delivery of projects within the Financial Hardship Programme. The role is varied and provides opportunities to work across different areas of the Programme. Depending on the project, the role will support with administrative and delivery of schemes ranging from collecting data, through to reporting and developing engagement tools. For engagement projects, there will be a requirement to support in the delivery of training and other engagement activity.

The Programme Support Officer will be a point of contact for the Programme, and maintain knowledge of the different schemes to enable them to play their role in providing holistic wraparound support for residents.

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

- Undertake the day-to-day administrative and business support functions of the team and wider programme including monitoring of emails and telephone messages for team members.
- Provide financial reporting from KCC systems to facilitate regular reporting, as well as support with investigating anomalies identified with finances.
- Act as a point of contact to ensure that all 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 of telephone calls, referring them to the appropriate person, and receiving visitors in a courteous, prompt and efficient manner.
- Support in developing reports, business cases, and completing project documentation.
- Responsible for ensuring data quality within their own area is maintained to a high standard.
- Contribute to team activity supporting continuous improvement and the identification of efficiencies.
- Monitor and update systems in an accurate and timely manner. This includes mailboxes and information management system, databases and electronic files.

- Directly support the Programme Manager and other Senior Officers with tasks as required, including organizational, administrative and research based activities.
- Support the team in developing and maintaining marketing and communications, as well as platforms and systems.
- Administer and deliver various established projects and schemes within the parameters provided by management.

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: Programme Support Officer

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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>	<ul style="list-style-type: none"> <li>• Educated to Level 2 (e.g. GCSE) or equivalent and/or proven ability to deliver the requirements of the post.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working with senior managers.</li> <li>• Experience of drafting reports and correspondence.</li> <li>• Experience in customer service.</li> <li>• Experience in supporting projects.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills.</li> <li>• Literacy, numeracy and IT skills - ability to produce a range of documents and reports using Microsoft Office, databases and case management systems.</li> <li>• Ability to organise and prioritise workload to achieve deadlines.</li> <li>• Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies.</li> <li>• Coordination skills when arranging meetings and appointments.</li> <li>• Ability to take accurate records of meetings and take a proactive approach to tracking action points.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of IT applications and working knowledge of Microsoft Office applications.</li> <li>• Understanding of the HR process, such as DBS checks.</li> <li>• Awareness of policies and procedures in relation to safeguarding, data protection, health and safety and equalities.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> <li>• Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</li> <li>• Curious - constantly learning and evolving</li> <li>• Compassionate and Inclusive - compassionate, understanding and respectful to all</li> </ul>

	<ul style="list-style-type: none"><li>• Working Together - building and delivering for the best interests of Kent</li><li>• Empowering - Our people take accountability for their decisions and actions</li><li>• Externally Focused - Residents, families and communities at the heart of decision making.</li></ul>
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