

Kent County Council

Job Description: *Business Support Officer*

Directorate:	Chief Executive's Department
Unit/Section:	Infrastructure
Grade:	KSD
Responsible to:	Business Assurance Manager

Purpose of the Job:

The post holder will provide comprehensive support for senior management and professional team members as required or directed and support teams within key areas of their business.

The post holder will be required to provide comprehensive administrative support and may be required to provide this support flexibly as required where there are changing business needs or as directed by the Infrastructure Executive Support Officer or Business Assurance Manager.

Main duties and responsibilities:

1. Provide a comprehensive administrative support to a group of managers/team, including diary and time management, allocating work to other support staff where appropriate, reviewing all correspondence and tracking replies within the appropriate timescales where necessary, formal minute taking and note of meetings in order to enable the manager/team to discharge their duties effectively.
2. Assist managers with recruitment activities including advertising on the recruitment system, creating interviews and pre-employment checks. Ensuring that there is adequate cover, in order to provide an efficient and effective secretarial and administrative service.
3. Plan, organise and co-ordinate internal and external meetings, including large gatherings such as seminars involving external agencies and speakers, preparing itineraries and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered. Book conference facilities, off site accommodation, travel and personal arrangements.

4. Oversee a range of administrative tracking systems, including monitoring all initiatives and projects in which the manager is involved, correspondence, complaints and staff annual and sick leave, to ensure that progress is maintained on behalf of the line manager where possible and that all relevant action is taken as necessary.
5. Raise purchase orders as required and instructed by management, and maintain the financial systems relations to expenditure and income in accordance with financial regulations and directorate procedures.
6. Maintain and review all office systems, including maintaining websites, the database and filing systems, both computerised and manual, tracking key documents, to ensure that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
7. Assisting and supporting the manager/ team in project work and undertaking ad hoc projects under the direction of the manager/ team manager as directed.
8. Research, co-ordinate and analyse data, chasing individual responses from senior managers relating to specific issues on behalf of the line manager, to ensure that any reports to management teams, Cabinet or Committees are prepared and submitted within agreed timescales.
9. Act as first point of contact and take appropriate action in relation to queries from Members of the County Council, the Chief Executive, Chief Officers, Government officials and others to ensure that these queries are dealt with effectively and in a professional manner
10. Responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.
11. Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved

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: *Business 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	• Level 3 qualification (or equivalent) with proficient technical, practical and/or well-developed computer skills
EXPERIENCE	• Previous experience of working to a senior manager in local Government. • Working in an administrative role in a team or organisation • Experience of a one team approach and working collaboratively within a wider team • Demonstrable experience of partnership working within a public sector or other relevant settings at different levels.
SKILLS AND ABILITIES	• Able to work flexibly to support different teams and individuals as required by the changing business needs. • Good keyboard, minute taking skills and ability to use the embedded tools to work efficiently in Outlook & Teams • Computer literate in MS Office packages including Word, Excel, and PowerPoint • Confident telephone manner • Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences • Ability to plan, prioritise workload and meet deadlines and balance constantly changing priorities • Ability to analyse and research information • Ability to present information and data both orally and written to a range of audiences in a clear and concise manner • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability

KNOWLEDGE	• Knowledge of the key elements in successful project / office administration • Knowledge of working in an Infrastructure environment • Some practical knowledge of project management • Knowledge of the capabilities of system tools such as case management, Organising capability, Communication and Recording capability etc. such as Teams, Zoom, Outlook and similar.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • 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 Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making