

Kent County Council Job Description

Business Support Assistant

Directorate: Deputy Chief Executive's Department
Unit/Section: People and Communications, Learning & Development
Grade: KR6
Responsible to: L&D Operations Coordinator

Purpose of Job:

To support the Learning & Development team to equip KCC staff with the skills, competencies and behaviours they need today and in the future in line with KCC's Strategy. To ensure high quality administration is provided to L&D and to deliver excellent customer service to all customers.

Main duties and responsibilities

- Maintain all administrative actions for events and training provision where required, including but not limited to listing new events on our learning management system, tracking key dates, providing registers, logging attendance, and liaising with suppliers.
- Provide the highest level of customer service to all delegates and responding to all enquiries in a timely and professional manner ensuring high customer satisfaction.
- Support in the provision of management information, reporting business intelligence and statistical data to feed into evaluation, working across the whole of the L&D team to support the team and the wider organisation.
- Ensure all records and data are input accurately and quality-assure data and information. Ensure guidance and information is of high quality, up-to date and is available to delegates and customers.
- Assist the Business Learning & Development Advisors in researching, commissioning, developing and promoting a range of learning & development programmes for Kent County Council and other partner organisations.
- Assist the Business Learning & Development Advisors in developing new learning & development opportunities in line with business and internal or external customer need.
- Assist the Business Learning & Development Advisors in promoting and marketing the service/programmes, liaising with internal and external customers.
- Remain aware of the latest way of thinking in learning and development in order to support with advice and information on the most up to date and relevant training solutions.

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.

Kent County Council Person Specification:

Business Support Assistant

The following outlines the minimum criteria for this post. Applicants who have a disability and who meet the minimum criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	Minimum
Qualifications	<ul style="list-style-type: none">• level 2 qualification or equivalent standard
Experience	<ul style="list-style-type: none">• Experience of administration systems
Skills and Abilities	<ul style="list-style-type: none">• Able to establish effective working relationships with customers, internal and external• Confident to handle routine queries and requests from senior managers and external customers, as well as non-routine activities under supervision.• Effective prioritising of tasks and organisational skills• Ability to research particular topics for specific projects• Skilled in using Microsoft Word, Excel
Knowledge	<ul style="list-style-type: none">• Awareness of the learning & development field and processes• Awareness of Learning Management Systems (Delta, Totara, Moodle or similar)• Awareness of evaluation procedures and customer care• Awareness of the importance of Equality and Diversity
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 Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the</p>

	<p>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</p>
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