

Kent County Council

Job Description: *Administrative Officer*

Directorate: Children, Young People and Education

Unit/Section: Management Information & Intelligence

Grade: KR5

Responsible to: Systems Training Officer

Purpose of the Job:

Provide administrative support within the Management Information & Intelligence Team to ensure that the functions of the team can be delivered in a timely and efficient manner. Work as part of the team but also independently using own initiative. Ensure the provision of high-level administrative support to facilitate the operational delivery of an excellent Management Information and Intelligence service for customers including the Children, Young People and Education directorate, other KCC directorates, Members, Internal and External Boards, its partners and education providers.

Main duties and responsibilities:

- Lead the provision of business support for the Management Information team, allocating work to others where appropriate to ensure the team discharge their function effectively.
- Support the System Training Officers with the management of business system training courses. This will include: the processing of training application forms and e-learning; liaison with Cantium Business Solutions regarding system logins; the booking of training rooms; oversight and management of the generic mailbox; management of course evaluation forms; and acting as the initial point of contact for all enquiries regarding system training and access..
- Support the provision of business support for the wider Management Information & Intelligence team, including the ccoordination and management of diaries, attending meetings as appropriate, taking minutes, and making sure actions are carried out.
- Manage, update and maintain the Systems Inbox and training records, including submitting accounts requests and monitoring completion of any such requests ensuring the records are updated in a timely manner.
- Process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices for payment, processing charges and monitoring expenditure against budgets.

- Oversee the development and review of all office systems, including the database and filing systems, tracking key documents, to ensure files are updated and systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Help co-ordinate and analyse data, where appropriate to ensure that any reports to management teams, Cabinet or Committees are prepared and submitted within agreed timescales.

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 the post.

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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.

	CRITERIA
QUALIFICATIONS	Educated to GCSE level , should hold or be working towards NVQ level 3 or equivalent
EXPERIENCE	Broad experience of providing business support to a senior manager or large team in complex organisation or local authority Experience of coordinating the work of an administration team
SKILLS AND ABILITIES	Literacy, numeracy and computer skills - ability to produce a range of documents and reports, including non-standard reports, using MS package and databases such as case management systems. Ability to balance constantly changing priorities Excellent interpersonal and organisational skills Proactive approach and ability to use initiative Confident telephone manner Ability to work to deadlines
KNOWLEDGE	Knowledge of electronic and manual filing systems Knowledge of a range of IT systems including databases Understanding of Data Protection Act and confidentiality issues An awareness of and work within national legislation and Corporate and Directorate policies and procedures.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: <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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