

<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Division:</b>	<b>Business Support Service</b>
<b>Grade:</b>	<b>KSD</b>
<b>Responsible to:</b>	<b>Senior Business Support Lead / Business Support Lead / Line Manager</b>

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

Provide an effective business support provision to assist in the smooth running of the day-to-day functioning of the division, including supervisory duties of business support staff, taking a proactive role in relation to supporting service delivery.

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

1. Support the day-to-day business support function, allocating work to other business support staff ensuring adequate cover is in place for an efficient and effective service. Produce a range of documents and draft routine correspondence, tracking responses and ensuring queries are dealt with within acceptable timescales.
2. Provide supervisory duties and/or mentorship to members of the business support team, resolving simple queries. Support development of staff through training opportunities, promoting personal development plans for continued professional development.
3. Support and deliver a customer-centered service, contacting clients directly to gather information to progress appropriate support and access to Council services. Assessing information provided to determine progress on various pathways, referring more complex cases or those needing further assessment to senior colleagues. Acting as a point of contact for enquiries, providing prompt, accurate and efficient response.
4. Develop, oversee, maintain and monitor a range of office and administrative systems, keep accurate records, updating and maintaining filing systems, highlighting any potential errors to help meet information needs and ensure data and systems remain accurate and reliable in line with policies and procedures.
5. Provide diary management, arranging and coordinating a range of appointments and meetings on behalf of managers and other staff when required, prioritising appointment requests and problem-solving conflicting diary commitments as required. Support meetings, distribute relevant documentation, take accurate and timely minutes, actions and decisions where required, follow up on actions ensuring that all administrative aspects are in place.
6. Update, modify and retrieve data on both manual and computerised systems, prepare standard and nonstandard reports, cross-checking data held on different systems to ensure accurate and reliable responses for reporting to senior managers / teams within agreed timescales.
7. Coordinate the complaints process appropriate to the role, assist with monitoring and tracking processes to support senior managers in ensuring statutory and Council's timescales are adhered to. Support with freedom of information and subject access requests and queries relating to General Data Protection Regulation.
8. Support with a range of business processes, monitoring and tracking systems supporting with personnel and recruitment processes, including staff inductions to ensure smooth running of the service/team.

9. Act as point of contact taking appropriate action in relation to enquiries from Members, Officers, Senior management, Government officials and other stakeholders to ensure queries are dealt with professionally and within acceptable timescales.
10. Contribute and support a range of continuous improvement initiatives in which the manager is involved, including ad-hoc pieces of work and longer-term projects to meet the changing business needs, responding positively to alternative and improved new methods of working.
11. Take a proactive approach in encouraging with environmental-friendly work as part of the Council's Green Agenda.
12. Staff can work flexibly across to cover other Teams, Services, Divisions and wider ASCH service to meet changing need, providing additional resource when required.

*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 Coordinator**

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted. Candidates 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 GCSE level or equivalent, or</li> <li>• Level 2 Diploma in Administration or equivalent if required.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Office administration experience.</li> <li>• Experience of drafting reports and correspondence.</li> <li>• Experience of supervising staff.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Report-writing skills and ability to draft correspondence.</li> <li>• Supervisory skills.</li> <li>• Ability to undertake training and recruitment.</li> <li>• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contracts.</li> <li>• Computer literacy – ability to produce a range of documents and reports, including non-standard reports, using Microsoft Office packages and database functions.</li> <li>• Ability to undertake research and analyse data.</li> <li>• Diary and time management skills.</li> <li>• Ability to organise own workload and that of others to achieve a range of deadlines.</li> <li>• Ability to balance constantly changing priorities.</li> <li>• Ability to work within a climate of change.</li> <li>• Ability to take a proactive approach.</li> <li>• Ability to develop, monitor and maintain effective computerised and manual systems and to suggest improvements.</li> <li>• Ability to investigate complex queries and anomalies when required.</li> <li>• Ability to take accurate notes and minutes of meetings.</li> <li>• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned.</li> <li>• Co-ordination skills when arranging meetings and appointments and arranging client care arrangements when required.</li> <li>• Ability to oversee the administration of financial systems.</li> <li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.</li> <li>• Commitment to equalities and the promotion of diversity in all aspects of working.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of the services provided by Health and Social Care and detailed knowledge of services provided by the Team.</li> <li>• Knowledge of the Council's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol.</li> <li>• Knowledge of a range of IT systems.</li> <li>• Knowledge of computerised and manual filing systems.</li> <li>• Awareness of new initiatives, policy changes and the impact of any restructuring within the directorate.</li> <li>• Awareness of Data Protection and confidentiality issues.</li> <li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.</li> </ul>

<b>KENT VALUES &amp; CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing; we accept and offer challenge.</li><li>• We are <b>curious</b> to innovate and improve.</li><li>• We are <b>compassionate</b>, understanding and respectful to all.</li><li>• We are <b>strong together</b> by sharing knowledge.</li><li>• We are all <b>responsible</b> 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>• <b>Flexible/agile</b> - Willing to take (calculated) risks and want people that are flexible and agile.</li><li>• <b>Curious</b> - Constantly learning and evolving.</li><li>• <b>Compassionate and Inclusive</b> - Compassionate, understanding and respectful to all.</li><li>• <b>Working Together</b> - Building and delivering for the best interests of Kent.</li><li>• <b>Empowering</b> - Our people take accountability for their decisions and actions.</li><li>• <b>Externally Focused</b> – Residents, families and communities at the heart of decision making.</li></ul>
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