

Kent County Council

Job Description: *Business Support Lead – Family Hubs*

Directorate:	Children, Young People and Education (CYPE)
Unit/Section:	Family Hubs
Grade:	KSD
Responsible to:	Senior Business Support Lead

Purpose of the Job:

Provide seamless operational oversight of business support services within the 0-19 (25 with Special Educational Needs and Disability) Family Hub model. This involves providing comprehensive administrative and financial support, contributing to effective problem-solving, budget analysis, and long-term planning. The Business Support Lead is responsible for supervising Business Support Officers and Business Support Assistants within the locality, ensuring a customer-focused approach, and actively participating in the continuous improvement of work practices. The role requires a high level of autonomy, a solution-focused mindset, and the ability to collaborate with internal and external parties to achieve excellent service delivery within Family Hubs.

Main duties and responsibilities:

- Be a visible presence within the Family Hub model, serve as a role model for Business Support staff and foster a collaborative work environment through regular interaction and engagement with team members and partners.
- To assist with recruitment, and lead on day-to-day operational supervision of business support staff, promoting development and training and making performance assessment recommendations, including monitoring work quality, volume, and timescales. Identify and support the management of any performance issues. Communicate effectively with the Senior Business Support Lead. Upskill and identify staff for future career development.
- Provide leadership by supervising and motivating a team of Business Support staff within the locality. Delegate tasks, monitor timescales, and oversee staff performance, contributing to the development and success of the team.
- To ensure there is a central point of contact for enquiries for the team/service for both internal and external customers, professionals, and the public.
- Work with District Managers to plan rotas and ensure adequate cover is in place to provide an efficient and effective support and administrative service across Family Hub and outreach sites within the locality.
- To arrange and prepare for meetings on behalf of the service, ensuring that they run effectively and that accurate records are taken and distributed as appropriate.
- Display a proactive approach to addressing challenges and contribute to a culture of continuous improvement by identifying inefficiencies, proposing effective solutions, and inspiring a solution-focused mindset within the Business Support team.

- To monitor performance relating to the Business Support Team using a range of electronic information, for example in relation to timescales and data quality, etc.
- To act as a champion for data quality within the district and assist District Managers in managing performance and accuracy of data. To coordinate with ICT and the Management Information and Intelligence Unit on local issues, including the provision of equipment for staff. To implement and ensure the maintenance of systems to support a consistent approach throughout the directorate in line with agreed procedures.
- Handle all information in a secure manner, in adherence with data protection and record retention protocols. Uphold the confidentiality and integrity of data throughout all processes.
- To oversee the administration of financial systems relating to expenditure and income, e.g., i-procurement management for processing orders and invoices, monitoring expenditure, purchase card transactions, e-voucher purchases, managing petty cash and processing changes, in accordance with financial regulations and directorate procedures.
- To participate and engage with service and county-wide Business Support meetings and events.

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.

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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	Level 3 qualification in Administration or equivalent practical experience.
EXPERIENCE	<p>Proven experience in providing comprehensive administrative and financial support, demonstrating proficiency in handling budgetary information, processing invoices, and ensuring financial compliance.</p> <p>Familiarity with ICT systems alongside accuracy and confidentiality in handling information.</p> <p>Extensive experience of working in a customer facing environment.</p> <p>Experience in streamlining and reviewing processes, implementing improvements in work practices.</p>
SKILLS AND ABILITIES	<p>Ability to supervise, support, motivate and develop staff within a positive work environment, and delegate tasks, monitoring timescales and overseeing staff performance.</p> <p>Ability to hold oversight of systems containing information such as asset information, health and safety related information and facilities management related tasks.</p> <p>Ability to resolve complex queries, providing specific services to internal and external customers.</p> <p>Skilled in identifying inefficiencies in processes and proposing effective solutions.</p> <p>Ability to take minutes at complex CYPE meetings with a high number of attendees.</p> <p>Ability to develop staff rotas to manage staffing resources across a wide geographical area, assigning business support tasks appropriately, considering workload balance.</p> <p>Ability to cover other Family Hubs in a timely and flexible manner as necessary to meet business need. Able to travel flexibly in a timely manner.</p>
KNOWLEDGE	Comprehensive knowledge of administration procedures and processes.

	<p>Comprehensive knowledge of internal financial procedures, frameworks, and budget monitoring processes.</p> <p>Familiarity with Integrated Children’s Services and relevant national legislation including safeguarding, data protection, health and safety, equality, and diversity.</p> <p>Good understanding of service delivery for 0-19 (25 Special Educational Needs and Disability) and the principles and operations of Family Hub model.</p> <p>Willingness to develop knowledge in the Family Hubs setting</p> <p>Good working knowledge of databases and Microsoft applications.</p>
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<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</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>