

Kent County Council

Job Description: *Business Services - Support Officer*

Directorate:	Growth, Environment & Transport
Division:	Growth & Communities – Innovation & Business Intelligence
Grade:	KSC
Responsible to:	Business Services Manager (day-to-day supervision from a Support Supervisor)

Purpose of the Job:

Working as part of a diverse Business Support team, to provide a comprehensive level of administrative and technical support to ensure the effective delivery of services, working primarily to Kent Trading Standards as well as flexibly across other teams within Growth & Communities.

Main duties and responsibilities:

1. Provide effective management of shared team mailboxes and telephone services, applying appropriate knowledge and expertise to ensure timely and accurate resolution of customer enquiries.
2. Carry out a wide range of routine and non-routine administrative and organisational tasks, including accurate data input and record maintenance, diary management, arranging and co-ordinating meetings/seminars, visitors and producing agendas and notes at senior management meetings.
3. Use various Microsoft Office applications (Outlook, Word, Excel, Teams, SharePoint, OneDrive, Co-Pilot) and pro-actively learn new office systems and specialist software, making the best use of technology to support the business.
4. Oversee the administration of processing and monitoring a range of financial transactions to help ensure budgets are properly managed and procurement policy adhered to along with accurate record keeping for monitoring purposes, including externally funded/grant aided work.
5. Apply professional knowledge, experience and skills to perform high accuracy processing of legal, regulated and statutory administrative functions, ensuring documentation is complete, compliant and progressed promptly (preparing court papers, cases and licensing).
6. Oversee the smooth running of the Trading Standards property store. This includes routine audits of seized goods and arranging disposals as required. This involves some manual handling.
7. Carry out small discrete projects under the direction of a Support Supervisor or another manager, reviewing and updating processes, providing reports for management decisions, researching and co-ordinating information for internal and

external customers.

8. When required, to provide support to Head of Service and/or senior management team, assisting with co-ordination of data relating to specific issues for management reporting and effective completion of their responsibilities.
9. To undertake other related duties, proportionate with the role, that may be required to provide an effective business support function for the G&C Division.

Footnote: This job description is provided to assist the job holder know what the 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 Services - 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	<ul style="list-style-type: none">• Educated to GCSE level or equivalent, including Maths and English.• Hold an NVQ Level 2-3 (or equivalent) in Business Administration.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in an office environment in a business support/administrative role.• Proven experience of using Microsoft Office 365 applications and making choices about how professional tasks are completed.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent customer care with strong written and verbal communication, able to deal confidently with customers, both virtually and face-to-face at events, with a commitment to equalities and the promotion of diversity in all aspects of working.• Excellent level of IT literacy, particularly in Microsoft Office 365 applications, with high attention to detail and accuracy.• Well-developed organisational and practical skills able to prioritise workload to achieve deadlines and apply own experience to interpret guidelines and make judgements on how to resolve problems.• Ability to take accurate notes and produce professional minutes for physical and virtual meetings.• Ability to work independently and collaboratively, building and maintaining positive working relationships.• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of business administration, systems and processes and an understanding of basic financial and procurement processes.• Awareness of Data Protection and confidentiality issues.• Expected to have an awareness of, and work within, national legislation and organisational policies and procedures relating to Health and Safety.
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</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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