

**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Highways, Transportation and Waste  
**Grade:** KR6  
**Responsible to:** Business Team Leader

**Purpose of the Job:**

A key role in ensuring quality control for the VIP customer response service across the Division. Managing the formal checking process of responses written by service and asset managers and improving the business processes to ensure a quality and timely VIP response service. In addition, supporting the consistent, high standard of support to our three Divisional Heads of Service.

**Main duties and responsibilities:**

1. As one of two Senior Business Officers within the Business Team (a team of seven staff), play a key role in ensuring a consistent best practice service in relation to our VIP contacts. Key to this is the email and written response to customers, and in particular the style, tone and readability, so that customers understand and value the responses written by asset managers and service managers that we prepare for final approval by the County Council Leader, Cabinet Member, Head of Service and also for Complaints, Freedom of Information Requests and Petitions. It also includes formal enquiries from Police reports (Pink Perils), including monitoring progress and taking action as necessary to ensure compliance with Divisional quality and time standards.
2. Take responsibility for the end-to-end process in dealing with all VIP Enquiries by maintaining a strong working relationship with key stakeholders, such as the Corporate Director, Cabinet Member and the Leader's office, and monitoring the quality of responses provided. Close working with managers across the Division and provide guidance and training to Business Officers to ensure that expectations on quality are met.
3. As a senior member of the team, take the lead in triaging and assigning new enquiries to relevant asset managers and service managers and ensuring consistent use of our recording systems (iCasework and WAMS) in logging and monitoring all enquiries and correspondence across the Division. Ensure staff user guides are updated and provide guidance for all staff across the Division on enquiry management and training to teams as necessary.
4. Maintain, update and promote use of our Response Library; a tool used across the Division that allows managers to access a number of approved team specific and general response templates which can be used to assist in responding to customer enquiries.
5. Support and mentor Business Officers to ensure a comprehensive support service is provided to Heads of Service to assist them in carrying out their responsibilities as effectively as possible. Provide support to the Director in the absence of the PA. This will involve diary management and arranging and coordinating meetings, dispatching the

relevant documents and taking minutes for management team meetings, where required, ensuring that any action points are followed up after the meeting.

6. Prepare reports from data for senior managers, including monthly and quarterly VIP Customer Feedback reports, ensuring accurate and reliable information is provided, on which management decisions can be made and highlighting and changes to improve performance, both quality and timeliness.
7. As a senior member of the team assist in the recruitment, selection, induction and training of Business Team staff, as required.

Footnote: This job description is provided to assist the job holder to know what their 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: *Senior Business Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>▪ Educated to GCSE level or equivalent.</li><li>▪ NVQ Level 3 or equivalent experience.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>▪ Experience in handling customer correspondence (especially complaints) including investigation and responding in written form.</li><li>▪ Proven working knowledge and experience in an administrative role working with senior managers/Members.</li><li>▪ Experience of regular multi-tasking and dealing with non-routine activities as well as advanced technical and/or practical skills with regard to using a wide range of office equipment and information systems in an administrative environment.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>▪ Strong attention to detail, especially when proof-reading and producing number-based reports.</li><li>▪ Excellent customer care skills.</li><li>▪ An ability to work without close supervision.</li><li>▪ Good keyboard and minute taking skills.</li><li>▪ Computer literate</li><li>▪ Confident telephone manner</li><li>▪ Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs and external contacts.</li><li>▪ Able to balance constantly changing priorities.</li><li>▪ Proactive approach</li><li>▪ Able to work on own initiative and to deadlines.</li><li>▪ Ability to draft Process maps and Business processes.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>▪ Awareness and understanding of the importance of local government services and the impact they have on all residents.</li></ul>
<b>KENT VALUES AND BEHAVIOURS</b>	<p>Everything we do should be guided by our values. They set out who we are as people, what we stand for and how we act.</p> <p>We've revised our values to reflect what we've heard from staff directly, and what we've seen clearly during the Covid-19 emergency response. These are the values that we demonstrate ourselves, see around us and collectively and individually strive for:</p> <ul style="list-style-type: none"><li>▪ We are brave. We do the right thing, we accept and offer challenge</li><li>▪ We are curious to innovate and improve</li><li>▪ We are compassionate, understanding and respectful to all</li><li>▪ We are strong together by sharing knowledge</li><li>▪ We are all responsible for the difference we make</li></ul>