



# **ABOUT OUR ADULT SOCIAL CARE BUSINESS SUPPORT DIVISION**



## WHAT WE DO

We play a critical support role in developing and delivering support that enables exceptional social and health outcomes for people in Kent to lead 'gloriously ordinary lives'.

We do more than just provide administrative support. We join the dots, we innovate and we bring people together.

## MESSAGE FROM THE HEAD OF SERVICE

Thank you for your interest in joining our Business Support Team. As the Head of Service, I am delighted to introduce you to our role that is both dynamic and rewarding, with opportunities to make a real impact across our communities.

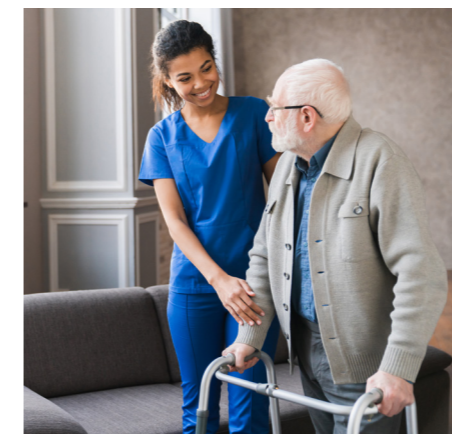
Our team is the backbone of operational excellence, ensuring smooth processes, efficient systems, and exceptional support for our internal and external stakeholders. We take pride in being adaptable, innovative, and collaborative in everything we do.

We believe that great things happen when diverse talents come together. Whether you're an experienced professional or just starting your career, you'll find a welcoming environment here that encourages growth, celebrates success, and values your contributions.

I hope you find the information in this pack helpful as you consider joining us.

If you're someone who thrives on challenges, embraces change, and is passionate about delivering high-quality services, we would love to hear from you.

**Sam Lawrence-Rose, Head of Service**



## ENABLEMENT

We coordinate the enablement support across the county - supporting the NHS with their ability to discharge, with our Enablement Support Workers providing short-term support. **We are keeping Kent residents enabled.**



## SAFEGUARDING

We coordinate safeguarding referrals to the local authority within Adult Social Care, as well as, providing support to the professionals in investigating and resolving safeguarding concerns. **We are keeping Kent residents safe.**



## SOCIAL CARE

We take some of the burden off the front line social care teams, to enable them to do what they do best - provide care and support. We coordinate multiple processes to deliver a seamless service. **We are keeping Kent residents cared for.**



## WHERE WE ARE BASED

Our hybrid work model enables flexibility, but we prioritise working near the communities we serve to strengthen connections and better meet their needs.

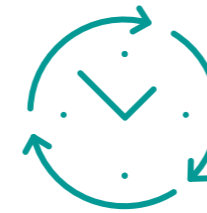
## OUR MAIN OFFICES

- Brook House, Whitstable
- Invicta House, Maidstone
- Cheriton House, Folkestone
- Kroner House, Ashford
- Gravesham Civic Centre, Gravesend
- St Peter's House, Broadstairs
- Dover Civic Centre, Whitfield
- Swale Local Office, Sittingbourne
- Worrall House, Kings Hill

We also work within the community; including partner offices, such as NHS, hospitals, care homes and libraries.

## MORE ABOUT THE WAY IN WHICH WE WORK

We deliver a proactive, efficient and compassionate support service; where creativity, consistency and clarity drives operational excellence and ensures seamless coordination of care and support.



### FLEXIBLE WORKING

Depending on your job role and the needs of the business, we may be able to offer flexible hours and the ability to work from various locations, including home, KCC offices and some partner buildings. We also offer a variety of working patterns.



### PERSONAL DEVELOPMENT

We are committed to developing you as an individual. You will have a unique Personal Development Plan tailored to you, which focuses on developing your skills. Your line manager will support you to have the career you want.



### SUPPORT

We are committed to supporting you as a person. You will have a thorough induction, an inclusive and supportive work environment and access to free confidential support line, offering up to 7 counselling sessions a year.

[Working at KCC](#)

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[Benefits & Rewards](#)

[What to expect](#)

[The Kent Academy](#)

# HOW WE WORK

**We deliver a proactive, efficient and compassionate support service; where creativity, consistency and clarity drives operational excellence and ensures seamless coordination of care and support.**



## **WE ARE AGILE**

We adapt quickly to changing business needs, leverage flexible processes to allow us to respond to new challenges and opportunities.



## **WE ARE COHESIVE**

We operate as a united team and as 'One Council' with each member understanding their role in achieving shared objectives.



## **WE ARE DIGITAL**

We embrace digital tools and technologies to support and complement the work we do, enabling us to deliver high value support.



## **WE ARE EMPOWERED**

We are equipped with the resources and autonomy needed, fostering a sense of ownership and accountability.



## **WE ARE FORWARD-THINKING**

We proactively anticipate changes, enabling us to deliver in a timely and coordinated way by staying a step ahead.



## **WE ARE INNOVATIVE**

We embrace creativity and encourage team members to explore new ideas and solutions, continuously improving to maximise our impact on outcomes.



## **WE ARE RESILIENT**

We prepare for and adapt to challenges with flexibility and perseverance. The team remains steady, even in uncertain environments.



## **WE ARE SUSTAINABLE**

We support long-term success, ensuring financial stability, environmental responsibility and positive outcomes in our communities.



## **WE ARE TRANSPARENT**

We foster clear and open communication. Transparency builds trust, facilitates collaboration and ensures everyone is aligned.

**Co-designed and co-produced with our ASC Business Support workforce.**

# OUR JOB ROLES

**We have a number of different roles within our team, spanning a number of different grades. Career development and progression is available for everyone to have the career you want.**



*Lily*

## **BUSINESS SUPPORT APPRENTICE, KSA**

Our apprentices provide a range of duties to ensure the smooth running of daily operations. Including acting as the main point of contact, handling calls and emails, maintaining accurate records and filing systems, producing documents and routine correspondence, arranging appointments and meetings, and assisting with data entry and financial record-keeping. The role also involves contributing to continuous improvement initiatives and supporting environmentally-friendly working practices. This is whilst completing a Level 2 or 3 in Customer Service or Level 3 in Business Administration.



*Connor*

## **BUSINESS SUPPORT OFFICER, KSC**

Our officers provide effective and coordinated support to managers or teams, ensuring the smooth running of day-to-day operations. Key responsibilities include acting as the main point of contact for designated teams, handling complex telephone enquiries, producing documents, arranging meetings, maintaining office systems, processing financial records, and assisting and coordinating client care.

Additionally, the role involves supporting personnel procedures, contributing to continuous improvement initiatives.



*Liz*

## **SENIOR BUSINESS SUPPORT OFFICER, KSE**

Our senior officers provide professional business support to ensure the smooth operation of the division. This includes budget monitoring, performance indicators, and sharing best practices. The officer will develop and coordinate the work of business support staff, supervise team members, and support their development through training and personal development plans. The role involves maintaining office and administrative systems, coordinating appointments and meetings, and handling data and reporting tasks.

Additionally, coordinate care and support for clients, oversee the rostering of our front line teams, support the complaints process, monitor budgets, and act as a point of contact for various stakeholders. Building and maintaining positive relationships with internal and external stakeholders, as is contributing to continuous improvement initiatives.



*Sarah*

## **SENIOR BUSINESS SUPPORT LEAD, KSG**

Our senior leads assist senior managers in overseeing the Business Support Team, acting as the main contact point for queries, working with stakeholders to ensure efficient service flow.

Additionally, line managing, supporting budgetary processes, building and maintaining relationships across various departments and with multi-agency partners, and ensuring business continuity arrangements are in place. The role also involves overseeing data collection, compiling reports and improving processes.



Lana

### **BUSINESS SUPPORT IMPROVEMENT MANAGERS, KSJ**

Our managers manage, coordinate, and optimise the day-to-day operational function of the division, including budgetary responsibilities, to support the ongoing development and changing business needs for the delivery of Adult Social Care and Health.

The role involves providing professional leadership for Business Support, promoting and inspiring change, and proactively seeking and embracing new ways of working.



Helen

### **DIRECTORATE PERSONAL ASSISTANTS, KSE**

Our personal assistants provide proactive, comprehensive, and coordinated personal assistant services to the Directorate/Division, enabling Senior Managers to effectively discharge their duties in a fast-paced and changing environment.

Key responsibilities include complex diary management, handling sensitive data with confidentiality, producing accurate meeting minutes, coordinating data analysis, and acting as the first point of contact for various stakeholders.

The role also involves overseeing office and administrative systems, supporting financial administration, and contributing to continuous improvement initiatives.

## **CAREER PROGRESSION**

**A role in business support provides a strong foundation for developing skills in coordination, communication, and administration. These are highly transferable and can open pathways into a range of roles within the Council. Below are some of the roles you might consider.**

### **SOCIAL CARE ROLES**

You could transition into a social care role from a business support role by using your experience in coordination and communication to support service delivery, with potential for shadowing in social care settings can provide valuable hands-on knowledge.

### **PROJECT ROLES**

You could transition into a project role by building on your strengths in administration and coordination, supporting change projects directly, with potential to undertake a project management qualification.

### **PARTNERSHIP ROLES**

You could transition into a partnership role by utilising your communication skills developed, stakeholder engagement and working collaboratively with partners. You could also volunteer with community groups or participate in engagement initiatives.

### **MARKETING & RESIDENT EXPERIENCE ROLES**

You could transition into a marketing role by supporting the development of communication plans and strategies within your role. You could also shadow other colleagues to build valuable hands-on knowledge.

### **FINANCE ROLES**

You could transition into a finance role through direct experience in supporting the financial processes, as well as, supporting the budget management cycle. You could work towards qualifications like AAT or ACCA.

### **DIGITAL/IT ROLES**

You could transition into an IT role through direct experience in supporting the colleagues with troubleshooting IT queries, developing technical proficiency in KCC systems and undertaking shadowing opportunities. You could also support digital transformation by supporting and learning about automation and data analysis.



Find out more about our roles at  
**[www.kent.gov.uk/jobs](http://www.kent.gov.uk/jobs)**

*This document was last updated  
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