

Kent County Council

Job Description: Business Support Apprentice

Directorate:	Adult Social Care and Health
Unit/Section:	Business Support Service
Grade:	KS Entry Apprentice
Responsible to:	Business Support Lead / Line Manager / Supervisor

Purpose of the Job:

Provide a range of business support duties within the division to assist in the smooth running of the day-to-day functioning of the service.

Main duties and responsibilities:

1. Act as main point of contact for the designated team, including monitoring mailboxes, call handling, assessing telephone enquiries and messages, liaising with the line manager, referring to the appropriate team members where necessary.
2. Assist with a range of office and administrative systems, keeping accurate records, updating and maintaining filing systems in line with the Record Retention Policy, data protection and freedom of information protocols.
3. Produce a range of documents and draft routine correspondence on behalf of managers and/or other staff, checking for accuracy and ensuring correspondence is dealt with within agreed timescales.
4. Arrange appointments and meetings on behalf of managers and other staff within the designated function. Distribute relevant documents as required, accurately capturing sensitive information and producing timely meeting notes where required.
5. Assist with data entry/capture on to spreadsheets and databases, maintaining a range of tracking systems where required, highlighting inconsistencies and errors to ensure data remains up to date and accurate.
6. Keep simple financial records, referring to manager where appropriate to ensure financial records are kept up to date in accordance with finance regulations and Directorate procedures.
7. Contribute to a range of continuous improvement initiatives appropriate to the role, including ad-hoc and longer-term pieces of work to support the changing business needs, responding positively to alternative and improved new methods of working.
8. Take a proactive approach to supporting and encouraging with environmentally friendly working as part of the Council's Green Agenda.
9. 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 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.

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Person Specification: Business Support Apprentice

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 Level 1 or 2 Diploma or equivalent.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Good literacy and numeracy skills. • Computer literacy – ability to use a computer and produce a range of accurate documents, using Microsoft Office packages and basic databases, input information, once training has been provided. • Ability to work to deadlines, e.g. alongside studying. • Ability to interact courteously and confidently with other people. • Confidence and ability to ask questions relating to achieving a task. • Confident telephone manner and ability to write down accurate messages. • Good organisational skills, gained either through a course of study or within paid or voluntary work. • Ability to use filing systems, once training has been provided. • Ability to take accurate notes of meetings – experience could have been gained through school or college lecture notes. • Ability to retain and use a range of new information. • Ability to work confidentially, keeping work-related issues and discussions in the workplace. • Willingness to attend training courses which help you in your current role and develop your potential for other roles. • 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. • Commitment to equalities and the promotion of diversity in all aspects of working.
KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of the services provided by a Local Authority. • Awareness that work-related issues, conversations, information and data are to be kept confidential within the workplace. • Awareness of equalities and diversity issues – respecting the needs and views of other people. • Understanding of health and safety issues within the workplace, once these have been explained.

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making