

## Kent County Council

### Job Description: Senior Business Support Officer

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Business Support Service</b>
<b>Grade:</b>	<b>KSE</b>
<b>Responsible to:</b>	<b>Senior Business Support Lead / Line Manager</b>

#### **Purpose of the Job:**

Provide an effective professional business support provision to assist in the smooth running of the day-to-day functioning of the Division, including budget monitoring, performance indicators, sharing good practice to ensure compliance and smooth running of the service.

#### **Main duties and responsibilities:**

1. Provide a proactive, high quality business support service, develop, support and co-ordinate the work of business support staff to ensure an effective support service within the Division/Team.
2. Undertake supervision to members of the business support team (in conjunction with service requirements), including staff inductions. Support staff development through training opportunities, promoting and devising personal development plans for continued professional development.
3. Develop, oversee, maintain and monitor a range of office and administrative systems, keeping accurate records, updating and maintaining filing systems, trackers and registers, highlighting any potential errors to help meet information needs and ensure data and systems remain accurate and reliable in line with the County's Record Retention Policy, data protection and freedom of information protocols.
4. Arrange and coordinate a range of appointments and meetings on behalf of managers and other staff when required. Support with meetings, distribute relevant documentation, take accurate and timely minutes, actions and decisions where required, following up on actions ensuring that all administrative aspects are in place.
5. Research, update, modify and retrieve data on both manual and computerised systems, preparing standard and nonstandard reports, dealing with complex issues, cross checking data held on different systems to ensure accurate and reliable responses for reporting to senior managers / teams within agreed timescales.
6. Support with the complaints process appropriate to the role, assist with monitoring and tracking processes to support managers in ensuring statutory and KCC timescales are adhered to. Support with freedom of information and subject access requests and queries relating to General Data Protection Regulation.
7. Monitor budgets, providing regular reporting as required and support with a range of business processes in accordance with KCC financial policy and procedures.

8. Act as point of contact taking appropriate action in relation to enquires from Members, KCC Officers, Senior Management, Government officials and other stakeholders to ensure queries are dealt with professionally and within acceptable timescales.
9. Build and maintain positive relationships with internal and external stakeholders, work in partnership to promote and improve collaboration, co-ordination and sharing of best practice and opportunities to achieve and meet the needs of the people we support.
10. Contribute and support a range of continuous improvement initiatives, including ad-hoc pieces of work and longer-term projects to meet the changing business needs, responding positively to alternative and improved new methods of working.
11. 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 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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### Person Specification: Senior Business Support 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. Candidates should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 3 Diploma in Administration or equivalent if required.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of reporting mechanisms.</li><li>• Experience of working to a senior manager.</li><li>• Experience of supervising.</li><li>• Experience of drafting reports and correspondence.</li><li>• Experience of business administration and time management skills.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent IT skills with a working knowledge of Microsoft Office packages particularly Word, Access, Excel and PowerPoint.</li><li>• Ability to prioritise work to meet required deadlines.</li><li>• Supervisory skills.</li><li>• Excellent interpersonal skills and communication skills; must be able to communicate effectively at all levels.</li><li>• Ability to work on own initiative and as part of a team to produce required end results.</li><li>• Report writing skills and ability to take accurate notes and draft correspondence.</li><li>• Ability to undertake investigation, research and analysis of data.</li><li>• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the relevant managers.</li><li>• Ability to be assertive and deal with difficult situations and people using professional courage.</li><li>• 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.</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of financial procedures and monitoring protocols.</li><li>• Knowledge and understanding of spreadsheets and database packages.</li><li>• Awareness of Governance processes.</li><li>• Knowledge of the County's Record Retention Policy and Freedom of Information protocols.</li><li>• Knowledge of a range of IT systems.</li><li>• Awareness of Data Protection and confidentiality issues.</li></ul>

**BEHAVIOURS  
AND KENT  
VALUES**

**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.