

Kent County Council

Job Description: *Business Support Assistant*

Directorate: Children, Young People and Education
Unit/Section: Integrated Children's Services - Business Support
Grade: KSA
Responsible to: Business Support Lead

Purpose of the Job:

Provide an administrative support and welcoming staff, partners and visitors visiting delivery points. The post supports the wider District team, providing administrative support within the District and working with other Open Access points and Units as appropriate.

Main duties and responsibilities:

- Provide administrative support to the delivery point. Supporting the wider District and Support Teams as required, ensuring that information received by mail, telephone or email is effectively processed or forwarded, always ensuring quality communication. Provide cover at other locations within the district as required to support flexible working, annual leave and other forms of absence
- Act as the first point of contact for staff, visitors and partners working in and accessing services, providing advice and guidance where appropriate
- Support the District team to produce regular reports from data recording systems and ensure the use of quality data. Maintain accurate electronic records on relevant data recording systems (including registering families, recording attendance, change of address etc.)
- Support the District team to ensure that service delivery points are maintained in line with Health and Safety requirements as directed and assist with the locking and unlocking of buildings as required
- Manage room bookings within delivery points, ensuring rooms are set up appropriately for each group/user and cleared after use and refreshments are supplied as required
- Responsible for cash handling as required, maintaining accurate records and ensuring that all money is stored securely

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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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
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent interpersonal skills with a confident telephone manner• Literacy, numeracy and IT skills with accurate keyboard skills• Ability to organise and prioritise workload to achieve deadlines• To be able to work as part of a team but also to use own initiative• Self-motivated with a desire to learn new skills
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none">• Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel)• Experience of dealing with customers• Awareness of Data Protection
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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