

Kent County Council

Job Description: *Business Support Officer – Practitioner Support*

Directorate:	Children, Young People and Education
Unit/Section:	Integrated Children's Services - Business Support
Grade:	KR5
Responsible to:	Business Support Lead

Purpose of the Job:

- To provide administrative and business support to a team of practitioners to enable them to maximise their time working directly with children, young people and families.
- To assist in the smooth running of the team and the service, and take a proactive role in relation to its day to day functioning.

Main duties and responsibilities:

- To support the day to day administrative and business support functions of the team and the wider service including the monitoring of emails and telephone messages for team members.
- To act as a point of contact to ensure that internal staff, partners and members of the public who contact the team are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, referring them to the appropriate person, and receiving visitors in a courteous, prompt and efficient manner.
- To maintain, monitor and update office systems in an accurate and timely manner. This includes information management systems e.g. Liberi, EHM, databases and electronic files.
- To update, modify and retrieve data from systems and prepare standard and nonstandard reports. To quality assure data held on different systems to ensure accuracy in order to provide reliable information on which management decisions can be made.
- To produce all types of documents, from handwritten and recorded sources, drafting routine correspondence on behalf of the service, and tracking responses within appropriate timescales, in order to provide a reliable and high-quality service.
- To arrange and coordinate meetings on behalf of the service, including emailing relevant documents in advance of meetings and using IT to record meetings as

and when required to do so. To ensure that meetings run effectively, action points are followed up and accurate records are distributed to relevant parties following the meeting.

- To support managers and staff with a range of HR processes including recruitment and induction to ensure that prescribed practices are followed.
- To support managers in the processing and monitoring of a range of financial and procurement transactions to help ensure that budgets are properly managed and procurement policy adhered to.

Footnote: This job description is provided to assist the job holder to know what the 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 Officer – Practitioner Support*

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	Educated to GCSE level or equivalent (Level 2) Qualification in Administration
SKILLS AND ABILITIES	Excellent interpersonal skills Literacy, numeracy and computer skills - ability to produce a range of documents and reports using Microsoft Office, databases and case management systems Ability to organise and prioritise workload to achieve deadlines Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies Co-ordination skills when arranging meetings and appointments and ability to take accurate notes and minutes of meetings and take a proactive approach in tracking action points and correspondence, in liaison with the colleagues concerned Ability to travel to and from meetings and training when required
KNOWLEDGE AND EXPERIENCE	Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel) Understanding of Children, Young People and Education Services Awareness of Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working

**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