

Directorate: Adult Social Care and Health
Unit/Section: Business Support Service
Grade: KR5
Responsible to: Business Support Officer / Line Manager

Purpose of the Job:

Provide effective and coordinated business support to a manager, group of managers or a team to assist in the smooth running of the day-to-day functioning of the division, taking a proactive role in relation to supporting service delivery.

Main duties and responsibilities:

1. Act as main point of contact for the designated teams, assessing telephone enquiries and messages, investigating complex queries and simple complaints, referring to the appropriate member of staff without referral to the line manager where possible, ensuring queries are dealt with professionally and within acceptable timescales.
2. Support the day-to-day business support function of the Division, including inductions and supervisory duties of administrative staff. Monitoring of emails/shared inboxes, processing of mail, ensuring that staff and members of the public are dealt with efficiently and consistently.
3. Produce a range of documents, draft routine correspondence on behalf of managers and/or other staff, tracking responses and ensuring correspondence are dealt with within acceptable timescales, to provide a reliable and high-quality service.
4. Arrange and coordinate appointments and meetings on behalf of managers and other staff within the designated function. Distribute relevant documents, take accurate and timely minutes, actions and decisions where required, following up on actions ensuring that all administrative aspects are in place.
5. Develop, maintain and monitor a range of office and administrative systems, updating and maintaining accurate filing systems, 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.
6. Process, maintain and monitor financial records relating to expenditure and income, including cash handling where required, iProc, preparation of invoices for payment, processing charges and monitoring expenditure against budgets. Identifying and investigating anomalies, proposing solutions to ensure that financial information and procedures are accurate, up to date and in accordance with finance regulations and Directorate procedures.
7. Support managers and practitioner staff with client care issues, including taking and recording referrals, making routine bookings, ordering routine equipment, undertaking basic research, compiling client files, and following up on actions.
8. Assist 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.

9. Assist with personnel procedures on behalf of the line manager/team, including recording and monitoring tracking systems to support workforce planning. Assist with induction of new staff, resolving issues and seeking guidance on more complex issues and queries.
10. 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.
11. Take a proactive approach in supporting and encouraging with environmental-friendly working as part of the County Council's Green Agenda.
12. Staff can work flexibly across other Teams, Services, Divisions and wider ASCH service to cover and meet changing business 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.

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.

	CRITERIA
QUALIFICATIONS	- Educated to GCSE level or equivalent or: - Level 2 Diploma or equivalent. - Willingness to work towards Level 3 in Administration or equivalent if required.
EXPERIENCE	- Office administration experience. - Experience of drafting correspondence.
SKILLS AND ABILITIES	- Good literacy and numeracy skills. - Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Microsoft Office packages and database functions. - Supervisory skills. - Interpersonal, organisational and administrative skills. - Ability to develop and maintain effective computerised and manual filing systems. - Ability to organise and prioritise workload to achieve deadlines. - Ability to investigate complex queries and anomalies when required. - Ability to take accurate notes and minutes of meetings. - Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned - Co-ordination skills when arranging meetings and appointments and arranging client care when required. - Ability to monitor and process accurate financial records. - 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	- Knowledge of the services provided by Social Care, Health and Wellbeing and detailed knowledge of services provided by the Team. - Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol. - Knowledge of a range of IT systems. - Knowledge of computerised and manual filing systems. - Awareness of Data Protection and confidentiality issues. - Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.
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:

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| | <ul style="list-style-type: none">• 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. |
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