

## Kent County Council

### Job Description: Project Support Officer

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**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Growth and Communities  
**Grade:** KR6  
**Responsible to:** Business Services Team Leader

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

Provide effective and comprehensive project, administrative and technical support to meet the business needs of diverse teams and individuals.

To work flexibly as part of a team and use initiative on non-routine work requests.

Provide a key role in all associated administration and the implementation of efficient processes and procedures to improve the level of support provided.

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

1. Act as the main point of contact for teams, investigating complex queries and simple complaints, assessing the nature of each query and referring to the appropriate person without referral to the line manager where possible.
2. Supporting the daily project-related administrative needs of the teams including monitoring and managing emails and telephone calls, stationery ordering and the processing of mail to ensure the team runs effectively.
3. To plan, organise and coordinate internal and external meetings, including large gatherings, booking venues, preparing agendas and minuting when required, ensuring that the whole process runs smoothly and within budget and that every administrative aspect is covered.
4. To continually look at ways to improve and develop all office systems, ensuring that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, GDPR and Freedom of Information Protocols
5. Update, modify and retrieve project data including contact information, prepare a variety of reports, cross-check data held on different systems and develop new systems to provide accurate and reliable information.
6. Administer personnel procedures on behalf of the teams including the recording and monitoring of annual leave, sickness absence and travelling expense forms. Provide

support in the recruitment, selection and induction of staff, resolving issues and seeking guidance on more complex issues to assist managers.

7. Process, maintain and monitor financial records relating to expenditure and income, including the preparation of invoices for payment, processing charges and monitoring expenditure against budgets, as well as the administration of petty cash, identifying and investigating anomalies and proposing solutions on behalf of the line manager.
8. Provide administrative and technical support to specific projects as well as researching and providing information for internal and external customers.
9. Assist in providing personal assistance and support to Heads of Service and/or managers within the teams as appropriate, including diary and inbox management, reviewing correspondence, highlighting and managing feedback and tracking replies.
10. Monitoring inbox content to ensure all outstanding actions are brought to notice within the required timescale.

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.

## Kent County Council

### Person Specification: Project Support Officer

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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level 4 in English and Mathematics or equivalent.
<b>EXPERIENCE</b>	Experience of working in a business support role within a large organization.  Experience of dealing with non-routine activities and regular multi-tasking in an external facing environment.  Experience of administering financial records.
<b>SKILLS AND ABILITIES</b>	A positive individual who engages well with colleagues and fosters excellent team spirit.  Excellent interpersonal, organisational and prioritisation skills, and the ability to display professionalism and courtesy when dealing with all levels of staff, elected members, MPs, MEPs and external contacts.  Ability to be flexible and respond to differing situations.  Strong level of computer skills including use of Microsoft Office along with electronic diary management and minute taking.  Excellent customer care skills with the ability to effectively manage enquiries, adapting communication styles as required.  Ability to prioritise, be flexible, arranging workloads to meet business needs, help and advise others, including apprentices.  Commitment to equalities and promotion of diversity in all aspects of work.  Confident to challenge existing ways of working and suggest ideas for improvement.
<b>KNOWLEDGE</b>	Working knowledge and understanding of a wide range of information systems including Microsoft applications.  Some understanding of finance procedures.  An awareness of and work within national legislation and

	<p>Corporate and Directorate policies and procedures relating to Health and Safety.</p> <p>Awareness of General Data Protection Regulations (GDPR), Freedom of Information and transparency and confidentiality issues along with information sharing and handling.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <p>We are <b>brave</b>. We do the right thing, we accept and offer challenge.</p> <p>We are <b>curious</b> to innovate and improve.</p> <p>We are <b>compassionate</b>, understanding and respectful to all.</p> <p>We are <b>strong together</b> by sharing knowledge.</p> <p>We are all <b>responsible</b> for the difference we make.</p> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>