

Kent County Council  
Job Description: **Senior Business Support Officer**

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Division:</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.

Act as the main contact point of queries relating to business processes, working with stakeholders to ensure effective flow through our service.

**Main duties and responsibilities:**

1. Provide a proactive, high quality business support service, develop, support and coordinate the work of business support staff to ensure an effective support service within the division/team.
2. Supervise members of the business support team (in conjunction with service requirements), including resolving queries and 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 policies and procedures.
4. Provide diary management, arranging and coordinating a range of appointments and meetings on behalf of managers, prioritising appointment requests, and problem-solving conflicting diary commitments. Support meetings, distribute relevant documentation, take accurate and timely minutes, actions and decisions where required, follow up on actions ensuring that all administrative aspects are in place.
5. Research, update, modify and retrieve data on both manual and computerised systems, prepare standard and nonstandard reports, deal 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 Council's timescales are adhered to. Support with freedom of information and subject access requests and queries relating to General Data Protection Regulation.
7. Providing regular financial reporting as required and support with a range of business processes in accordance with financial policy and procedures. Identifying cost savings and avoidance and working with managers to deliver these.
8. Act as point of contact taking appropriate action in relation to enquiries from Members, 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**

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>	Level 3 Diploma in Administration or equivalent if required and or working towards full professional qualification.
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working within Local Government.</li> <li>• Experience of managing and monitoring budgets.</li> <li>• Experience of reporting mechanisms, undertaking research, analysing data and compiling reports.</li> <li>• Experience of providing professional supervision and line managing staff.</li> <li>• Experience of showing initiative in problem solving complex problems to support senior management to meet their responsibilities.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• High level of written and oral communication skills.</li> <li>• Effective report writing and presentation skills.</li> <li>• Ability to manage and monitor budgets and resources.</li> <li>• Excellent IT skills with a sound working knowledge of Microsoft Office packages particularly Word, Access, Excel and PowerPoint</li> <li>• Ability to prioritise work to meet competing deadlines with a flexible approach.</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>• Clear understanding of performance and reporting management procedures.</li> <li>• Knowledge of Business Support services and processes.</li> <li>• Good understanding and participation in integrated/multiagency working.</li> <li>• Working knowledge and understanding of financial procedures and process appropriate to the role.</li> <li>• Knowledge of local government and how governance informs and affects decision making in organisations.</li> </ul>
<b>KENT VALUES &amp; CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing; we accept and offer challenge.</li> <li>• We are <b>curious</b> to innovate and improve.</li> <li>• We are <b>compassionate</b>, understanding and respectful to all.</li> <li>• We are <b>strong together</b> by sharing knowledge.</li> <li>• We are all <b>responsible</b> for the difference we make.</li> </ul> <p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> <li>• <b>Flexible/agile</b> - Willing to take (calculated) risks and want people that are flexible and agile.</li> <li>• <b>Curious</b> - Constantly learning and evolving.</li> <li>• <b>Compassionate and Inclusive</b> - Compassionate, understanding and respectful to all.</li> <li>• <b>Working Together</b> - Building and delivering for the best interests of Kent.</li> <li>• <b>Empowering</b> - Our people take accountability for their decisions and actions.</li> <li>• <b>Externally Focused</b> – Residents, families and communities at the heart of decision making.</li> </ul>