

Kent County Council

Job Description: Business Support Officer (Digital, Partnerships and Participation)

Directorate:	Children, Young People and Education
Unit/Section:	Family Hubs
Grade:	KR5
Responsible to:	Business Support Lead

Purpose of the Job:

Provide essential administrative support for Digital Offer within Family Hubs and providing support to the Service Manager within the locality

You will contribute to the development and delivery of Kent Family Hub Digital, assisting with user research and engagement to inform development and decision making. You will assist in managing social media accounts and engagement and access across other digital channels including the website.

You will support the Service Manager by providing administrative functions, including arranging, and coordinating meetings, taking minutes and tracking actions, assessing the nature of telephone calls, and referring them to the appropriate person, and supporting the Service Manager with a range of processes including data analysis, sickness absence management, recruitment and induction and financial monitoring and processing.

Main duties and responsibilities:

- Assist in the development of Kent Family Hub Digital by using information provided from user research and engagement activities.
- Manage and maintain social media accounts, ensuring regular and engaging content.
- Facilitate access and engagement across various digital channels, including the Family Hubs website.
- Arrange and coordinate meetings for the Service Manager, providing effective minute taking and action tracking with timely follow-ups on outstanding tasks.
- Access incoming telephone calls, identify the nature of the inquiry and direct to the appropriate person or service.
- Support and assist the Service Manager in various administrative functions, including data analysis, sickness absence tracking, recruitment and induction tasks, and financial monitoring and processing.
- Collaborate with the Digital Project Officer and Digital Delivery Manager to contribute to the longer-term development of Kent Family Hub Digital, assisting with initiatives aimed at enhancing the overall user experience and effectiveness of digital services.

- Provide effective communication across the Family Hub model and across different departments within Integrated Children's Services and partner agencies.
- Handle information securely, in adherence with data protection and record retention protocols. Uphold the confidentiality and integrity of data throughout all processes.

Footnote: This job description is provided to assist the job holder to know what their 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 (Digital, Partnerships and Participation)

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	<p>Level 2 qualification in Administration or equivalent practical experience.</p> <p>A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.</p>
EXPERIENCE	<p>Practical experience in providing comprehensive administrative and financial support, including record maintenance, data retrieval and financial record keeping.</p> <p>Experience managing website content and social media channels.</p> <p>Experience of working with case management systems and Microsoft packages alongside experience of handling financial information accurately and confidentially.</p> <p>Experience in planning, organising and co-ordinating internal and external meetings, events, and activities within a similar setting.</p> <p>Experience in assisting with the submission of paperwork to professionals, managers, partners, and families within specified deadlines.</p> <p>Experience of collating and monitoring data and being able to highlight and prioritise information to support Service Managers in making informed decisions.</p>
SKILLS AND ABILITIES	<p>Proficiency in literacy, numeracy, and digital skills, including Microsoft packages.</p> <p>Ability to maintain and process accurate and timely records, investigate administration related queries, and escalate appropriately.</p> <p>Strong organisational skills with the ability to prioritise workload and meet deadlines. Effective coordination skills in scheduling meetings, appointments, and activities, with the ability to work with Service Managers to ensure an accurate record of discussions and action points.</p> <p>Able to travel flexibly across the locality as required to meet operational demands.</p>

<p>KNOWLEDGE</p>	<p>Good working understanding of digital and ICT systems such as Microsoft packages and Case Management Systems. Knowledge of Digital Inclusion and Accessibility compliance.</p> <p>Comprehensive knowledge of financial procedures to undertake financial processing and monitoring related to expenditure and income.</p> <p>Willingness to develop knowledge in the Family Hubs setting</p> <p>Knowledge of legislation related to safeguarding, data protection, health and safety, equality and diversity. demonstrating a strong commitment to a safe and secure working environment.</p> <p>Familiarity with the principles and operations of the Kent Family Hub model.</p>
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<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>