

## Kent County Council

### Job Description: *Business Support Officer*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Early Help and Preventative Services</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Senior Support Officer</b>

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

Ensure the provision of administrative support to assist in the smooth management of the service at a Unit level. Work within the needs of the Unit Lead covering all aspects of support for the Unit. Work with other Units and Open Access as appropriate. Meet regularly with District Lead to update and assist in the monitoring of case allocation.

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

- Provide comprehensive Unit administrative support including updating, maintaining and modifying records. Retrieving data on cases and documents, using both manual and electronic systems, spreadsheets and databases, preparing standard and non-standard reports and input into tracking systems, whilst ensuring data quality checking and reconciling of casework and management information systems accurately and timely.
- Maintain and input into the case management systems and district tracker systems for all Unit cases, modifying and maintaining accuracy during all stages of allocation, including case work notes, contacts and other appropriate information as required.
- Use tracking systems and processes to monitor case progress and provide information for Unit Lead routinely and as and when required.
- Plan, organise and coordinate all unit internal and external meetings, including weekly panel meetings and weekly step down meetings and ensure the whole process runs smoothly and that every administrative aspect is covered including note taking and distribution to Unit members.
- Provide finance support to Unit for petty cash and purchase card purchases, including petty cash withdrawal, monitoring and reconciling for the Unit Lead.
- Assist Unit lead in submitting all relevant paperwork to Heads of Service, Business Manager, District Leads and other units such as Information and Intelligence Information and Central functions for stated deadlines and adhoc requests.
- Supporting the opening and closing of Open Access buildings and other Units when required.

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*

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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>	<ul style="list-style-type: none"> <li>• Level 2 qualification in Administration or equivalent</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Administrative and Financial experience</li> <li>• Working with accuracy and confidentiality</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Literacy, numeracy and computer skills - ability to produce a range of documents and reports, including non-standard reports, using MS package and databases such as case management systems</li> <li>• Ability to organise and prioritise workload to achieve deadlines</li> <li>• Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies</li> <li>• 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 managers concerned</li> <li>• Ability to travel to and from meetings and training when required</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of a range of IT systems including databases</li> <li>• Knowledge of electronic and manual filing systems</li> <li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working</li> </ul>
<b>KENT VALUES AND 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> <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>
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