

Kent County Council

Job Description: *Business Services - Support Officer*

Directorate:	Growth, Environment and Transport
Division:	Growth & Communities – Innovation & Business Intelligence
Location:	Kroner House, Ashford
Grade:	KR5
Responsible to:	Business Services Team Leader (day-to-day supervision from a Support Supervisor)

Purpose of the Job:

Working as part of a team, to provide a comprehensive level of administrative and technical support to ensure the effective delivery of services, working primarily to Kent Trading Standards and on occasion across other teams within Growth & Communities. Assist in meeting business needs and ensuring the smooth running of the service, taking a proactive role in relation to day-to-day functioning and office cover.

Main duties and responsibilities:

1. Act as point of contact for team mailboxes and telephone numbers applying specific experience, knowledge or skills to satisfy customer enquiries in a professional manner.
2. Carry out a range of routine and non-routine administrative and organisational tasks that may involve assistance with diary management, arranging and co-ordinating meetings/seminars, visitors and producing agendas and notes at senior management meetings.
3. Use various Microsoft Office applications (Outlook, Word, Excel, Teams, SharePoint, OneDrive) and able to learn new office systems and specialist software, making the best use of technology to support the business.
4. Oversee the administration of processing and monitoring a range of financial transactions to help ensure budgets are properly managed and procurement policy adhered to along with accurate record keeping for monitoring purposes, including externally funded/grant aided work.

5. Develop, monitor and maintain effective computerised and manual office systems, to ensure key documents are available in line with data protection, financial regulations and records management policies.
6. Apply specific experience, professional knowledge and skills to perform high accuracy processing of legal, regulated or statutory administrative functions to meet appropriate deadlines (preparing court papers, cases, permits and licensing) and checking key documentation is available.
7. Carry out small discrete projects under the direction of a Support Supervisor or another manager, reviewing and updating processes, providing reports for management decisions, researching and co-ordinating information for internal and external customers.
8. To assist, on occasion, with the running of events and campaigns which may include some manual handling.
9. Assist with the management of health and safety requirements, including testing and reviewing procedures as required.
10. When required, to provide support to Head of Service and/or senior management team, assisting with co-ordination of data relating to specific issues for management reporting and effective completion of their responsibilities.

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 Services - 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.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to GCSE level or equivalent, including Maths and English.• Hold an NVQ Level 2-3 (or equivalent) in Business Administration.
EXPERIENCE	<ul style="list-style-type: none">• Working in a business support/administrative role within a large organisation.• Proven experience of using Microsoft Office 365 applications.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent customer care skills with a high level of written and verbal communication able to deal confidently with customers, both virtually and face-to-face-- at events.• Ability to organise and prioritise workload to achieve deadlines.• Attention to detail with accuracy to produce and maintain professional records and data input including minutes of meetings.• Able to be flexible and respond to differing demands.• Well-developed organisational and practical skills able to interpret guidelines to make judgements on how to resolve problems.• Able to build and maintain positive relationships working on own initiative and effectively as part of a team.• Able to use own experience to investigate more complex and non-routine tasks.• Liaise with colleagues at all levels, with a commitment to equalities and the promotion of diversity in all aspects of working.• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of business administration, basic finance and procurement processes and computerised/manual filing systems.• Awareness of Data Protection and need for confidentiality and sensitivity.• Knowledge of Records Management.• Expected to have an awareness of, and work within, national legislation and organisational 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:

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