

Kent County Council

Job Description: **Business Support Lead - Open Access**

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| Directorate: | Children, Young People & Education |
| Unit/Section: | Integrated Children's Services – Business Support |
| Grade: | KR6 |
| Responsible to: | Senior Business Support Lead |

Purpose of the Job:

- To oversee and co-ordinate the provision of a business support service for Children's Centres across a district.
- To supervise a team of Business Support Officers and Assistants.
- To assist in the effective running of the service and take a proactive role in relation to its day to day functioning.

Main duties and responsibilities:

- To assist with the recruitment, day to day supervision, training and TCP recommendations for Business Support staff, including monitoring work quality, volume and timescales. Lead on managing any performance issues.
- To ensure that there is adequate cover in place to provide an efficient and effective support and administrative service across district Children's Centres.
- To provide comprehensive administrative and financial support to relevant managers including diary management and meeting organisation.
- To act as the district point of contact for enquires from both internal and external; professionals and the public.
- To arrange and coordinate meetings on behalf of the service, including emailing the relevant documents in advance of meetings and using IT to record meetings when required to do so. To ensure that meetings run effectively, action points are followed up and accurate records are distributed to relevant parties following the meeting.
- To assist in the organization and preparation of events/training. This may include occasional evening and weekend working.
- To monitor and ensure that all administrative systems for the district are effective and up to date. Ensure all systems are maintained consistently across the district to provide an effective and efficient support including Area and District Asset Registers and Inventories, Health and Safety Returns.

- To oversee the administration of financial systems relating to expenditure and income e.g. I-procurement management for processing orders and invoices, monitoring expenditure, purchase card transactions, managing Imprest accounts and processing changes, in accordance with financial regulations and directorate procedures.
- To implement and ensure the maintenance of new administration systems to support a consistent approach throughout Integrated Children's Services in line with agreed procedures.
- To continuously review team and system processes and identify opportunities for improvement, scoping options for change and implementing change in process and/or staffing.
- To actively attend and engage with county Business Support meetings and events.

Footnote: This job description is provided to assist the job holder to know what the 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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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 |
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| QUALIFICATIONS | Level 3 qualification in Administration or equivalent |
| SKILLS AND ABILITIES | <p>Excellent interpersonal and organisational skills when dealing with all levels of staff, including diary and time management skills, and the ability to balance constantly changing priorities and deadlines</p> <p>Literacy, numeracy and computer skills - ability to produce a range of documents and reports, including non-standard reports, using Microsoft Office, databases and case management systems</p> <p>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</p> <p>Ability to input and maintain effective administrative systems and oversee the administration of financial systems and processes and investigate complex queries and anomalies within the District</p> <p>Ability to supervise and motivate a team of Support staff spread across the District</p> <p>Ability to travel to and from service deliver points, meetings and training when required</p> <p>Ability to work occasional evenings and/or weekends</p> |
| KNOWLEDGE AND EXPERIENCE | <p>Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word, and Excel)</p> <p>Knowledge and experience of administrative processes and budget monitoring processes, including reconciliation</p> <p>Understanding of Children, Young People and Education Services, particularly Children's Centre service delivery</p> |

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| | <p>Understanding of Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working</p> |
| BEHAVIOURS AND KENT VALUES | <p>We are looking to give opportunities to people who share our values.</p> <p>Open: acting with integrity, honesty and transparency, willing to learn and treating people fairly and with respect.</p> <p>Invite contribution and challenge: working collaboratively to find new solutions that put the interests and wellbeing of Kent people first.</p> <p>Accountable: taking personal and professional responsibility for our actions, performance and the Council's resources.</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 |