

# Kent County Council

## Job Description: Business Support Assistant – Family Hubs

---

**Directorate:** Children, Young People and Education

**Unit/Section:** Family Hubs

**Grade:** KR3

**Responsible to:** Business Support Lead

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

Provide front-of-house and administrative support to meet the operational demands of 0-19 (25 with Special Educational Needs and Disability) Family Hub model. Maintain a welcoming environment for staff, partners, children, young people, and families accessing Family Hubs.

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

- Act as the first point of contact for staff, visitors and partners accessing Family Hub sites. Signpost visitors to relevant resources within the Family Hub, ensuring quality communication at all times.
- Support the Family Hub in processing and responding to information received by e-mail, telephone, or post. Provide effective handling and forwarding of information to maintain quality communication.
- Record attendance for registered Children and Young People participating in Family Hub services, including partner-led services. Oversee the timely refreshing and replenishing of posters, leaflets and marketing materials within the Family Hub as needed.
- Provide cover at other Family Hubs within the district as required.
- Access data reports from information databases such as Core+ to verify data accuracy. Capture and update data related to Family Hubs activities, including attendance records, address changes, and the registration of new families.
- Handle all information in a secure manner, in adherence with data protection and record retention protocols. Uphold the confidentiality and integrity of data throughout all processes.
- Manage social media posts and engagement for Family Hubs, ensuring timely updates and engaging content creation for good visibility and community engagement.
- Support District Managers in reporting building issues with the Facilities Management provider following Health and Safety guidelines. Assist in the locking and unlocking of buildings as required.

- Manage room bookings within Family Hubs, ensuring rooms are set up appropriately for each group/user. Ensure rooms are cleared after use, and refreshments are supplied as required
- Efficiently manage the receipt and logging of compliments and complaints.
- Responsible for cash handling as required, maintaining accurate records, and ensuring secure storage.

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.

## Kent County Council

### Person Specification: Business Support Assistant – Family Hubs

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"><li>• Level 2 qualification or equivalent practical experience.</li></ul>   |
| EXPERIENCE           | <ul style="list-style-type: none"><li>• Experience of working with Microsoft packages.</li><li>• Experience working in a customer-facing environment.</li></ul>   |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"><li>• Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for staff, visitors, and partners.</li><li>• Proficiency in literacy, numeracy, and digital skills, including Microsoft packages.</li><li>• Ability to prioritise workload</li><li>• Ability to identify issues that could impact on service delivery, provide basic problem solving and escalate to relevant channels.</li><li>• Skilled in accurate data input while working in a busy working environment.</li><li>• Conduct weekly fire alarm tests according to instructions, logging the results to a centralised system to enable oversight by Infrastructure.</li></ul> |

|  |  |
|--|--|
| <b>KNOWLEDGE</b>                           | <ul style="list-style-type: none"> <li>• Understanding of case management systems.</li> <li>• Willingness to develop knowledge in the Family Hubs setting</li> <li>• Knowledge of confidentiality and data protection procedures</li> <li>• Knowledge of Kent safeguarding procedures</li> <li>• Knowledge of health and safety requirements for service delivery locations</li> <li>• To be knowledgeable and proactive in supporting and encouraging children and families to take advantage of the Family Hub Digital and Virtual offer and other routes of advice and guidance.</li> </ul>   |
| <b>KENT VALUES AND CULTURAL ATTRIBUTES</b> | <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> |