

**Directorate:** Children, Young People and Education  
**Unit/Section:** Integrated Children’s Services - Business Support  
**Grade:** KSD  
**Responsible to:** Senior Business Support Lead

**Purpose of the Job:**

- To oversee and co-ordinate the provision of a business support service for practitioners to enable them to maximise their time working directly with children, young people and families.
- To supervise a team of Business Support Officers.
- To assist in the effective running of the service and take a proactive role in relation to its day to day functioning.
- To provide a business support function for team and service managers.

**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 CSWT, CIC, Early Help and IAS teams.
- To provide a comprehensive business support function to a senior manager/group of managers or team, reviewing all correspondence and tracking replies within the appropriate timescales where necessary, in order to enable the senior manager/group of managers/team to discharge their duties effectively.
- 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 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 use information from a range of electronic systems, for all aspects of the business, including measurement of performance issues relating to administrative tasks such as timely distribution of minutes and uploading of information onto the child's electronic file as well as data to assist the Service/District in managing performance.
- To liaise and be a link lead person on behalf of the Service/District operation and the Management Information Unit (MIU) on issues regarding a child's electronic filing system. Relay any local issues that have arisen and advise MIU on issues from the perspective of the operation as well as being part of any testing of any upgrades to the system.
- 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.

Kent County Council  
 Person Specification: Support Lead – Practitioner Support

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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>	Level 3 qualification in Administration or equivalent
<b>SKILLS AND ABILITIES</b>	<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>
<b>KNOWLEDGE AND EXPERIENCE</b>	<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> <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>

<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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