Kent County Council

Job Description: Business Support Apprentice – Children's Social Work Team

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

Unit/Section: **Integrated Children's Services - Business Support**

Grade: **Kent Apprenticeship Scheme – KS Entry Apprentice**

Responsible to: **Business Support Lead**

Purpose of the Job:

To provide administrative business support to the Children's Social Work team of practitioners to ensure the effective delivery of services to children, young people and families.

To assist in the smooth running of the team and take a proactive role in the day to day functioning of the service.

Main duties and responsibilities:

- To undertake the day to day administrative and business support functions of the team and the wider service including the monitoring of emails and telephone messages for team members.
- Make best use of all available software to produce a wide range of documents and presentations to defined standards; checking and amending documentation to ensure it is free from errors.
- To act as a point of contact to ensure that internal staff, partners and members of the public who contact the team are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, referring them to the appropriate person, and receiving visitors in a courteous, prompt and efficient manner.
- To input and maintain accurate electronic records on relevant data recording systems, including information management systems, databases, and electronic filing systems.
- Undertake administrative tasks, such as photocopying, processing mail, maintain filing systems, maintaining office equipment, and updating information.
- Undertake the apprenticeship training including NVQ in Business Administration and attend any relevant training when the opportunity arises to further develop employability skills.

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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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	GCSE/Level 2 in English & Math's or the commitment to gain the qualifications during your apprenticeship.
EXPERIENCE	Basic knowledge of Microsoft Office package, including Outlook, Work, Excel, and Publisher. Proven work experience.
SKILLS AND ABILITIES	• Good interpersonal skills with a confident telephone manner and customer friendly nature. • Computer literate with good keyboard skills and the ability to check for accuracy and to timescales. • Ability to organise and prioritise workload to achieve deadlines. • Able to work as part of a team and use own initiative. • Co-ordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points. • Enthusiastic about learning new skills. • Ability to travel to and from service delivery points, meetings and training when required.
KNOWLEDGE	• Knowledge of a range of IT systems. • Awareness of the importance of confidentiality. • Awareness of policies and procedures in relation to Safeguarding, Data Protection, Health and Safety, Equalities and Diversity
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 • Compassionate & inclusive **Our values enable us to build a culture that is:** • Working together – building and delivering for the best interests of KCC • Externally focused – residents, families, and communities at the heart of decision making • Flexible/agile – willing to take (calculated) risks • Empowering – our people take accountability for their decisions and actions • Curious – constantly learning and evolving