

Kent County Council

Job Description: *Business Support Apprentice*

Directorate:	Children, Young People and Education
Unit/Section:	Integrated Children's Services - Business Support
Grade:	Level 3 Apprenticeship
Responsible to:	Business Support Lead

Purpose of the Job:

To provide administrative business support to the Business Support Service for Integrated Children's Services and other business support teams within CYPE as required. To assist in the smooth running of the team(s) and take a proactive role in relation to the day-to-day functioning of Business Support.

Main duties and responsibilities:

- To support the day-to-day administrative functions of the team and the wider service.
- 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.
- Input data into databases and spreadsheets from various sources, including financial
- information.
- To maintain accurate electronic records on relevant data recording systems, including
- information management systems, databases, and electronic filing systems.
- Arrange and co-ordinate appointments and meetings on behalf of managers, using
- Microsoft Outlook to manage diaries.
- Book internal and external meeting rooms and refreshments as directed, ensuring rooms
 - are set up appropriately for each meeting and cleared after use, and refreshments are
- supplied as required.
- Welcome and receive visitors, including members of the public as appropriate and ensure
- they are dealt with in a courteous, prompt, and efficient manner.
- Undertake administrative tasks, such as photocopying, processing mail, maintain filing
- systems, maintaining office equipment, and updating information.
- Regular circulation of communications such as newsletters and MS Teams updates.
- Undertake the apprenticeship training including NVQ in Business Administration and • attend any relevant training when the opportunity arises to further develop employability
- skills.
- To provide general business support to projects as required.

Footnote: This job description is provided to assist the job holder to know what his/her 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 Support Apprentice*

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
EXPERIENCE	<ul style="list-style-type: none">• Basic knowledge of Microsoft Office package, including Outlook, Word, Excel, and Publisher. Proven work experience.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• 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.• Good organisational skills, and ability to prioritise and ensure completion of tasks.• Able to work as part of a team and use own initiative.• Keen to learn new skills
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of a range of IT systems.• Awareness of the importance of confidentiality.• General knowledge of Health, Safety and Environmental policies

**BEHAVIOURS AND
KENT VALUES**

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
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- Compassionate & inclusive
 - 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