

Kent County Council

Job Description: *Business Support Officer (BSO)*

Directorate:	Children, Young People and Education
Unit/Section:	Kent PRU and Attendance Service (KPAS)
Grade:	KR5
Responsible to:	KPAS Area Manager, South Kent

Purpose of the Job:

Provide administrative support to the various teams within the Kent PRU and Attendance Service (KPAS) to ensure its effective day to day running.

Main duties and responsibilities:

- Processing referrals from Kent schools on to KCC systems promptly and accurately.
- Supporting the South Kent KPAS Attendance Officers and Exclusion Intervention Advisers with administrative tasks and queries.
- Supporting the South Kent Area Manager with a range of duties including organising venues for face to face and virtual team meetings and individual staff supervisions, taking accurate minutes for team meetings, and supporting with recruitment processes.
- Quality assuring data held on different systems to ensure accuracy, in order to provide reliable information on which KPAS officer and manager decisions can be made.
- Undertaking ID verification checks for DBS applications and producing ID cards and letters for chaperone licences.
- Assisting other KPAS teams as and when requested, including other Area teams as well as the county Courts Team and Child Employment and Entertainment Team.
- Ordering equipment for staff via KCC systems.
- Collating information for freedom of information and subject access requests.
- Acting 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.
- Any other duties required in line with any existing or emerging business needs.

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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Person Specification: *Business Support Officer (BSO)*

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">• Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent if required
EXPERIENCE	<ul style="list-style-type: none">• Office administration experience• Experience of drafting correspondence• Experience of working within an educational environment
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Literacy and numeracy skills• Computer literacy - ability to produce a range of documents and reports, including non-standard reports using Microsoft programmes such as Word, Excel and PowerPoint• Interpersonal, organisational, and administrative skills• Ability to develop and maintain effective computerised systems• Ability to organise and prioritise workload to achieve deadlines• Ability to investigate complex queries and anomalies when required• Ability to take accurate notes and minutes of meetings for the KPAS area team and wider forums with schools and external agencies• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the KPAS Area manager• Co-ordination skills when arranging meetings and appointments with KPAS staff and members of the public• Commitment to equalities and the promotion of diversity in all aspects of working• Enthusiastic, willing to learn, resourceful• Able to work independently as well as part of a team
KNOWLEDGE	<ul style="list-style-type: none">• Understanding and interest in the core services provided by KPAS• Awareness of policies and procedures in relation to safeguarding, data protection, record retention, Health and Safety, and Equality and Diversity

KENT VALUES AND CULTURAL ATTRIBUTES	<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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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