

Kent County Council

Job Description: Community Safety Support Officer

Directorate:	Growth, Environment & Transport
Unit Section:	Growth, Communities and Environment – Public Protection
Grade:	KR5
Responsible to:	KCC Community Safety Team Leader

Purpose of the Job:

Provide technical and administrative support to the joint Kent Community Safety Team (KCST) to assist in the smooth running of the service, and taking a proactive role in relation to its day-to-day functioning.

Main duties and responsibilities:

1. Provide first line support for generic mailboxes and telephone numbers, acting as the main point of contact for the joint Kent Community Safety Team. Apply specific experience, knowledge or skills to satisfy customer enquiries.
2. Carry out a range of routine and non-routine administrative and organisational tasks.
3. Use various software including MS Word, MS Teams, Excel and PowerPoint, as well as KCC's website content management system, Domestic Abuse Services website, Safer Communities Portal, etc.
4. Carry out small projects on behalf of the Kent Community Safety Team under the direction of the Community Safety Team Leader or another manager e.g. researching and providing information for internal and external customers.
5. Provide secretariat support for meetings, seminars and events including arranging venues, speakers, agendas producing accurate minutes and following up on action points.
6. Apply specific experience, professional knowledge and skills to perform high-accuracy processing of statutory administrative functions, e.g. preparing papers committees / tape recorded minutes.
7. Assist managers with efficient financial management, including the monitoring of income and expenditure, ordering goods and services, preparing and processing of invoices and journal transfers, and keeping records in order to ensure accurate information is provided for monitoring purposes, including externally funded/grant aided work.
8. Assist with the management of health and safety requirements, including testing and reviewing procedures 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: Community Safety Support Officer

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	Educated to GCSE level / NVQ 2-3 (or equivalent)
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in an office environment in an administrative support role. • Proven experience of making choices about how professional tasks are completed.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent customer care skills with ability to deal confidently with customers, both on the telephone and face-to-face at events. • Ability to learn new office systems and computer packages, including specialist databases and website content management systems. • Well-developed organisational and practical skills with an eye for detail to produce accurate work. • Ability to help and advise colleagues and work effectively as part of a team. • Well-developed written and verbal communication skills with ability to deal with non-routine tasks. • Ability to use own experience to interpret guidelines and make judgments about how to resolve problems. • Well-developed computer skills, particularly in the use of Microsoft Outlook, MS Teams, Word, Excel and PowerPoint. • Fast and accurate data input skills and minute taking skills.
KNOWLEDGE	Knowledge of business administration, systems and processes.
BEHAVIOURS AND KENT VALUES	<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