

Kent County Council

Job Description: *Business Services - Support Officer*

Directorate:	Growth, Environment & Transport
Division:	Environment, Planning and Enforcement – Public Protection
Grade:	KR5
Responsible to:	Business Services Team Leader (day-to-day supervision from a Support Supervisor)

Purpose of the Job:

As part of a team, to provide a comprehensive level of administrative and technical support to Public Protection staff located throughout Kent (Ashford, Kings Hill, Maidstone). Assisting in meeting business needs and ensuring the smooth running of the service, taking a proactive role in relation to its day-to-day functioning.

Main duties and responsibilities:

1. Provide support for generic team mailboxes and telephone numbers applying specific experience, knowledge, or skills to satisfy customer enquiries.
2. Carry out a range of routine and non-routine administrative and organisational tasks that may involve assistance with diary management, arranging and co-ordinating meetings/seminars and taking notes at senior management meetings. There may be occasional audio interview transcription.
3. Use various software including Microsoft products (Outlook, Word, Excel, MS Teams, OneNote, PowerPoint) and specialist databases.
4. Carry out small discrete projects under the direction of a Support Supervisor or another manager eg reviewing and updating processes, providing reports for management decisions, researching and co-ordinating information for internal and external customers.
5. Apply specific experience, professional knowledge, and skills to perform high-accuracy processing of legal, regulated, or statutory administrative functions, e.g. preparing papers for legal cases, permits and licensing, checking key documentation is included and pursuing missing papers.
6. Assist service heads with efficient financial management, ordering goods and services, preparing and processing invoices and journal transfers, keeping records in order to ensure accurate information is provided for monitoring purposes, including externally funded/grant aided work.

7. Assist with the management of health and safety requirements, including testing and reviewing procedures as required.
8. When required, to provide support to the Head of Public Protection and senior management team, assisting with co-ordination of data relating to specific issues for management reporting and effective completion of their responsibilities.

Footnote: This job description is provided to assist the job holder 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.

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Person Specification: *Business Services - 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	<p>Educated to GCSE level or equivalent, including Maths and English.</p> <p>Hold an NVQ Level 2-3 in Business Administration or equivalent.</p>
EXPERIENCE	<p>Experience of working in an office environment in an administrative support role.</p> <p>Proven experience of making choices about how professional tasks are completed.</p>
SKILLS AND ABILITIES	<p>Excellent customer care skills with ability to deal confidently with customers, both on the telephone and face-to-face at events with a commitment to equalities and the promotion of diversity in all aspects of working.</p> <p>Ability to learn new office systems and computer packages, including specialist software.</p> <p>Ability to take accurate notes in meetings (physical and virtual meetings) to create professional minutes.</p> <p>Well-developed organisational and practical skills able to prioritise workload to achieve deadlines.</p> <p>Team player, able to build and maintain positive relationships working effectively as part of a team.</p> <p>Well-developed written and verbal communication skills.</p> <p>Ability to use own experience to interpret guidelines and make judgments about how to resolve problems.</p> <p>Good level of computer literacy, particularly in the use of Microsoft Office 365 applications including Outlook, Word, Excel, SharePoint, Forms and MS Teams with an eye for detail to produce accurate work.</p> <p>Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required.</p>
KNOWLEDGE	<p>Knowledge of business administration, systems and processes and an understanding of basic financial and procurement processes.</p> <p>Awareness of Data Protection and confidentiality issues.</p>

	Expected to have an awareness of, and work within, national legislation and organisational policies and procedures relating to Health and Safety.
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open: Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working as a whole-council and treating people fairly and with respect.</p> <p>Invite Contribution and Challenge: Working collaboratively and innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution</p> <p>Accountable: Self-sufficient, taking personal and professional responsibility for own actions, the pace at which we work; performance and the council's money.</p>