

The Education People

Job Description: Business Support Officer - KentChoices

Service Area:	School Improvement, Secondary Special and PRUs, Skills and Employability
Grade:	TEP 5
Responsible to:	KentChoices Development Officer

Purpose of the Job:

The post holder will provide administration support to the KentChoices Development Officer, the School Engagement Team and the work experience service.

They will provide customer support to KentChoices users (schools, parents/carers and young people) and KCCs work experience service by telephone, email or webchat.

Duties and Responsibilities:

- To provide administrative support to the KentChoices Development Officer, the School Engagement Team and KCC's work experience service within agreed timeframes.
- Act as the first point of contact for the KentChoices platform and work experience service, dealing with enquires, received either by telephone, email or webchat, efficiently and consistently within agreed timeframes.
- Offering suitable advice and guidance as and when necessary, to schools, learners, parents/carers.
- To support the KentChoices Development Officer promote the platform to the wider service and schools.
- Keep the Client Caseload Information System (CCIS) database up to date by inputting data from the KentChoices website and Work Experience applications. This may require contacting young people directly to track their education, employment, or training status.
- To assist with the collection of data that will support the KentChoices platform and provide data to colleagues on a regular basis.
- Arrange events, meetings training sessions to support KentChoices activity.
- Provide occasional business support to other members of the Service

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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Personal Specification: Business Support Officer - KentChoices

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, including English and Maths (or equivalent) both Grade C/4. Should hold Level 3 (or equivalent) qualification.
EXPERIENCE	<ul style="list-style-type: none"> Experience of providing business support in an office environment. Experience of providing high quality documentation, including reports, presentations, and letters. Knowledge of Microsoft Office Packages including outlook, word, excel and PowerPoint. Experience of using databases.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Able to converse at ease with users of the Service, answer questions and provide advice with good interpersonal and customer service skills. Able to demonstrate good team working skills and adaptability. Able to follow instructions and routines without close supervision, using own initiative and meet deadlines. Ability to balance constantly changing priorities. Excellent interpersonal and organisational skills. Proactive approach and ability to use initiative.
PERSONAL QUALITIES	<ul style="list-style-type: none"> 'Can do' attitude. Enthusiastic about learning new skills. Customer friendly nature with a tactful, professional, and flexible approach.
BEHAVIOURS	<ul style="list-style-type: none"> People & Partnerships – ability to cooperate with colleagues and partners to achieve common goals and be an approachable and considerate member of the team. Outcomes and Delivery – be clear on what has got to be achieved, share knowledge of best practice, learning from things that have not worked so well and look for opportunities to deliver services and developments through joint working. Conversation and compassion – encourage free-flowing conversation, politeness when dealing with others – whatever level, check for mutual understanding and listen carefully and act on what is being said – use clear language.

Annex A: Company Values and Expectations

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients, and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients, and partners.
- **Excellence:** We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality, and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.