

Kent County Council

Job Description: *Business Support Officer*

Directorate: Children, Young People and Education

Unit/Section: Kent Portage Service

Grade: KR5

Responsible to: Portage County Manager

Purpose of the Job:

Provide clerical and administrative support to the Portage County Manager and team to ensure the effective operation of their work.

Main duties and responsibilities:

- Provide business support to the Portage County Manager and Portage Service, including all types of electronic recording, from handwritten and recorded sources, to defined standards of presentation, checking, and amending documents and attachments. To ensure that work is free from errors prior to collation and dispatch providing a reliable high-quality service.
- Implement and maintain user friendly digital filing system both the storage and retrieval of documents is undertaken in a logical and consistent manner to reflect KCC policies relating to GDPR and Information Governance.
- To process Portage referrals entering information onto the Synergy system and create child's electronic file. Record outcomes for referrals when required. Ensure that records are maintained and disposed of in accordance with KCC's policy and statutory requirements.
- Establish and maintain effective communication systems and provide efficient processing of information received by mail, telephone, MS teams or e-mail to ensure that effective levels of communication are maintained.
- Support the Portage County Manager in maintaining team calendars and contacting families/staff when visits need to be changed. Demonstrate empathy with families contacting the Portage Service and ensuring the communication is effective giving family's accurate information to resolve their enquiry.
- Attend and participate in meetings and events around the county Cover for other business support officer when required.

The post holder must carry out their duties in accordance with the KCC Equal Opportunities and Diversity Policy Statement, the Children's Safeguards Policy, the Health and Safety Policy and the Service's requirements and standards.

The deployment of the post holder will be within CYPE, SEN and this will be reviewed in relation to the changing needs within the Local Authority.

Footnote: This job description is provided to assist the job holder to 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 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	<ul style="list-style-type: none">• NVQ 3 (or equivalent) with excellent computer skills• Math's and English at GCSE level 5 (or equivalent)
EXPERIENCE	<ul style="list-style-type: none">• Previous clerical/administrative experience
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Proficient keyboard skills.• Highly skilled in use of all Microsoft Office software including teams.• Able to work to deadlines while maintaining attention to detail and remaining accurate at all times.• Ability to work on own initiative under minimum supervision and organise personal workload to achieve agreed deadlines• Ability to travel to other locations across Kent when required.• Effective communication skills are critical. The postholder must be able to exercise tact and discretion when handling situations and the appreciation of the confidential nature of information is essential.• Ability to have an awareness around Early Years, Disability, and Inclusion, such as the Disability Discrimination Act.• Working knowledge of GDPR and Information Governance legislation.• Works well under pressure and as part of a team maintaining a professional approach.
KNOWLEDGE	<ul style="list-style-type: none">• Understanding of Kent County Council Early Years processes.• Understanding of confidentiality standards.• Understanding of policies and procedures relevant to data handling.
BEHAVIOURS AND KENT VALUES	<p>Everything we do is guided by our values. They set out who we are as people, what we stand for and how we act.</p> <p>These are the values that we demonstrate ourselves, see around us and collectively and individually strive for:</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.