

Directorate: Adult Social Care and Health
Unit/Section: Older People and Physical Disability
Grade: KR5
Responsible to: Business Support Manager

Purpose of the Job:

Provide an administrative and support service to a manager, group of managers or a team, 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. Produce all types of documents, draft routine correspondence on behalf of the line manager and/or other staff, and track responses to correspondence and production of other documents within appropriate timescales, in order to provide a reliable and high quality service to managers.
2. Act as the main point of contact for the designated function, investigating complex queries and simple complaints, assessing the nature of telephone calls, referring them to the appropriate person without referral to the line manager where possible. Receive visitors in a courteous, prompt and efficient manner, ensuring that staff, clients and other members of the public are dealt with efficiently and consistently.
3. Develop, maintain and monitor all office systems, including databases and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
4. Support the day to day administrative and support functions of the designated function, in particular the induction and supervision of administrative staff, in addition to the monitoring of emails and telephone messages for appropriate team members, stationery ordering and the processing of mail etc, in order to facilitate the smooth running of the office.
5. Arrange and coordinate appointments and meetings on behalf of managers and other staff within the designated function, including large gatherings such as seminars involving external agencies and speakers, dispatching the relevant documents and taking minutes where required, to ensure that the whole process runs smoothly and that any action points are followed up at the end of the meeting.
6. Update, modify and retrieve data on both manual and computerised systems, preparing standard and non standard reports, cross checking data held on different systems to ensure accuracy and developing new systems to meet information needs in order to provide accurate and reliable information, on which management decisions can be made.

7. Administer personnel procedures on behalf of the line manager/team, including calendar management, and the recording and monitoring of annual leave, sickness absence. Support in the recruitment, selection and induction of staff, resolving issues and seeking guidance on more complex issues. Support the preparation of rotas and workforce planning.
8. Process, maintain and monitor financial records relating to expenditure and income, including iproc, preparation of invoices for payment, processing charges and monitoring expenditure against budgets, as well as the administration of petty cash, identifying and investigating anomalies and proposing solutions on behalf of the line manager, in order to ensure that financial information and procedures are accurate, up to date and in accordance with finance regulations and Directorate procedures.
9. Support managers and practitioner staff with client care issues, including arranging transport for clients, taking and recording referrals, making routine bookings and ordering routine equipment for clients, undertaking basic research using the internet, making up client files and chasing actions.
10. Take a proactive approach in supporting and encouraging the team in environmental-friendly working as part of the County Council's Green Agenda, eg double-sided photocopying, switching off consoles and lights etc.

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.

Kent County Council

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">• Educated to GCSE level or equivalent or• NVQ2 in Administration or equivalent if required• Willingness to work towards NVQ3 in Administration or equivalent if required
EXPERIENCE	<ul style="list-style-type: none">• Office administration experience• Experience of drafting correspondence
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 Windows WP package, Excel spreadsheet and database functions• Supervisory skills• Interpersonal, organisational and administrative skills• Ability to develop and maintain effective computerised and manual filing 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• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned• Co-ordination skills when arranging meetings and appointments and arranging client care when required• Ability to monitor and process accurate financial records• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.• Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of the services provided by Social Care, Health and Wellbeing and detailed knowledge of services provided by the team• Knowledge of the County's Record Retention Policy and freedom of information protocols of awareness of the requirement for this policy and protocol• Knowledge of a range of IT systems• Knowledge of computerised and manual filing systems• Awareness of Data Protection and confidentiality issues• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate

	policies and procedures relating to Health and Safety
BEHAVIOURS AND KENT VALUES	Kent Values: Open Invite Contribution and Challenge Accountable