

## Kent County Council

### Job Description: Business Support Lead – Practitioner Support

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**Directorate:** Children, Young People and Education  
**Unit/Section:** Integrated Children's Services - Business Support  
**Grade:** KR6  
**Responsible to:** Senior Business Support Lead

#### **Purpose of the Job:**

To oversee and co-ordinate the provision of a business support service to practitioners to ensure the effective delivery of services to children, young people and families.

To supervise a team of Business Support Officers.

To take a proactive role in ensuring effective processes are in place to ensure the day to day functioning of the service.

#### **Main duties and responsibilities:**

- To provide a business support function to a team and service manager/s.
- To assist with recruitment, and lead on day to day supervision of business support staff, promoting development and training and making performance assessment recommendations, including monitoring work quality, volume and timescales. Identify and support the management of any performance issues. Communicate effectively with the Senior Business Support Lead. Upskill and identify staff for future career development.
- Support with the recruitment and induction of practitioner staff within the service.
- To ensure that there is adequate cover in place to provide an efficient and effective support and administrative service across the team/service.
- To provide a comprehensive business support function to the service/team managers, tracking responses and monitoring data within the appropriate timescales where necessary, in order to enable the service to discharge its duties effectively.
- To act as the central point of contact for enquires for the team/service for both internal and external customers, professionals and the public.
- To arrange and prepare for meetings on behalf of the service, ensuring that they run effectively and that accurate records are distributed as appropriate.
- To continuously review team and system processes and identify opportunities for improvement, scoping options for change and implementing change in process and/or staffing.

- To monitor performance relating to the Business Support Team using a range of electronic information, for example in relation to timescales and data quality, etc.
- To assist the service in managing performance and accuracy of data. To coordinate with ICT and the Management Information Unit on local issues, including the provision of equipment for staff. To implement and ensure the maintenance of systems to support a consistent approach throughout Integrated Children's Services in line with agreed procedures.
- To oversee the administration of financial systems relating to expenditure and income, e.g., i-procurement management for processing orders and invoices, monitoring expenditure, purchase card transactions, managing Imprest accounts and processing changes, in accordance with financial regulations and directorate procedures.
- To participate and engage with service and county-wide Business Support meetings and events.

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 Lead – Practitioner Support

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Level 3 qualification in Administration or equivalent
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent interpersonal skills when dealing with all levels of staff, and the ability to balance constantly changing priorities and deadlines</li><li>• Literacy, numeracy and computer skills with ability to produce a range of documents and reports Using a range of software packages</li><li>• Organisational skills and the ability to arrange meetings and appointments. Ability to take accurate notes and minutes of meetings and take a proactive approach in tracking action points</li><li>• Ability to maintain effective administrative and financial systems and processes. Skills to identify and investigate complex queries</li><li>• Ability to supervise and motivate a team of support staff.</li><li>• Ability to travel to and from service delivery points, meetings and training when required.</li><li>• Ability to work occasional evenings and/or weekends</li></ul>
<b>KNOWLEDGE AND EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word and Excel)</li><li>• Knowledge and experience of administrative and financial processes, including reconciliation.</li><li>• Understanding of Integrated Children's Services,</li><li>• Understanding of Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity</li></ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<ul style="list-style-type: none"><li>• We are brave. We do the right thing, we accept and offer challenge</li><li>• We are curious to innovate and improve</li><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li><li>• Compassionate &amp; inclusive</li><li>• Working together – building and delivering for the best interests of KCC</li><li>• Externally focused – residents, families and communities at the heart of decision making</li><li>• Flexible/agile – willing to take (calculated) risks</li></ul>

	<ul style="list-style-type: none"><li>• Empowering – our people take accountability for their decisions and actions</li><li>• Curious – constantly learning and evolving</li></ul>
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