

Directorate: Adult Social Care and Health
Unit/Section: Integrated Commissioning/Programme Delivery Unit
Grade: KR5
Responsible to: Programme Manager

Purpose of the Job:

The Programme Delivery Unit is a multi-agency team comprising of various professionals from Kent County Council, Medway Council and Kent and Medway Integrated Care Board, who are committed to championing the inclusion and empowerment of neurodiverse people in Kent and Medway.

We are seeking an enthusiastic and organised person with strong administration and co-ordination skills to support with the smooth running of our dynamic team.

Main duties and responsibilities:

1. Act as main point of contact for the designated teams, assessing telephone enquiries and messages, investigating complex queries and simple complaints, referring to the appropriate member of staff without referral to the line manager where possible, ensuring queries are dealt with professionally and within acceptable timescales.
2. Support the day-to-day business support function of Programme Delivery Unit, including monitoring of emails/shared inboxes, processing of mail, ensuring that staff and members of the public are dealt with efficiently and consistently.
3. Produce a range of documents, draft routine correspondence on behalf of managers and/or other staff, tracking responses and ensuring correspondence are dealt with within acceptable timescales, in order to provide a reliable and high-quality service.
4. Produce and analyse data using Power BI and performance dashboards
5. Arrange and coordinate appointments, panels and meetings on behalf of managers and other staff. Distribute relevant documents, take accurate and timely minutes, actions and decisions where required, following up on actions ensuring that all administrative aspects are in place.
6. Develop, maintain and monitor a range of office and administrative systems, updating and maintaining accurate filing systems, highlighting any potential errors to help meet information needs and ensure data and systems remain accurate and reliable in line with the County's Record Retention Policy, data protection and freedom of information protocols.
7. Process, maintain and monitor financial records relating to expenditure and income, including cash handling where required, iProc, preparation of invoices for payment, processing charges and monitoring expenditure against budgets.
8. Assist with personnel procedures on behalf of the line manager/team, including recording and monitoring tracking systems and support the preparation of rotas for workforce planning.

Assist with induction of new staff, resolving issues and seeking guidance on more complex issues and queries.

9. Contribute to a range of continuous improvement initiatives appropriate to the role, including ad-hoc and longer-term pieces of work to support the changing business needs.
10. Take a proactive approach in supporting and encouraging with environmental-friendly working as part of the County Council's Green Agenda.

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 Coordinator

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 Level 2 Diploma or equivalent Willingness to work towards Level 3 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	<p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer

VALUES	<p>challenge</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making.</p>
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