

**Directorate:** Children, Young People and Education  
**Unit/Section:** Specialist Children's Services  
**Grade:** KR5  
**Responsible to:** Business Support Officer

**Purpose of the Job:**

Provide administrative/clerical/business support to a team of staff, to assist in the smooth running of the service and take a proactive role in relation to its day to day functioning.

**Main duties and responsibilities:**

Produce all types of documents, from handwritten and recorded sources, drafting routine correspondence on behalf of the service, and tracking responses to correspondence and other paperwork within appropriate timescales, in order to provide a reliable and high quality service.

Act as a point of contact for the team, dealing with queries and complaints, assessing the nature of telephone calls, referring them to the appropriate person without referral to the manager where possible, and receiving visitors in a courteous, prompt and efficient manner, in order to ensure that staff, service users and members of the public who contact the Unit are dealt with efficiently and consistently.

Maintain and monitor office systems, including the database and electronic filing systems, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the Records Management Policy, data protection and freedom of information protocols.

Support the day to day clerical and administrative functions of the service, 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 service.

Arrange and coordinate a range of meetings on behalf of the service, electronically dispatching the relevant documents in advance of the meeting and fully maximising the use of IT equipment to record meetings for internal, multi-agency and client meetings/conferences as and when required to do so. Ensure that meetings run smoothly and action points are followed up.

Update, modify and retrieve data on computerised systems using the appropriate software, preparing standard and non-standard reports, cross checking data held on different systems to ensure accuracy and recommending new systems to meet information needs in order to provide accurate and reliable information, on which management decisions can be made.

Support managers and staff with a range of HR processes including sickness absence management, recruitment and induction to ensure that prescribed practices are followed.

Support managers in the processing and monitoring of a range of financial and procurement transactions to help ensure that budgets are properly managed and procurement policy adhered to.

*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.*

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>	Educated to GCSE level or equivalent or Level 2 Diploma in Business Administration or equivalent
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Office administration experience</li><li>• Minute Taking experience</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Literacy and numeracy skills</li><li>• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions</li><li>• Interpersonal, organisational and administrative skills</li><li>• Ability to develop and maintain effective computerised and manual filing systems</li><li>• Ability to organise and prioritise workload to achieve deadlines</li><li>• Ability to investigate more complex administrative queries and anomalies when required</li><li>• Ability to take accurate notes and minutes of meetings</li><li>• Co-ordination skills when arranging meetings and appointments and when required</li><li>• 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.</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Kent Children's Social Services and detailed knowledge of services provided by the team</li><li>• Knowledge of the Records Management Policy and an awareness of the freedom of information protocols and policy.</li><li>• Understanding of basic financial and procurement processes</li><li>• Awareness of Data Protection and confidentiality issues</li><li>• Staff to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety</li></ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<b>Open</b>  Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working as a whole-Council and treating people fairly and with respect.

	<p><b>Invite Contribution and Challenge</b></p> <p>Working collaboratively and innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution.</p> <p><b>Accountable</b></p> <p>Self-sufficient, taking personal and professional responsibility for our actions, the pace at which we work; performance and the council's money.</p>
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