

Kent County Council

Job Description: *Business Support Officer*

Directorate: Children, Young People and Education
Unit/Section: Integrated Children's Services - Business Support
Grade: KR5
Responsible to: 18+ Accommodation Finance Officer

Purpose of the Job:

To provide administrative and business support to the team to ensure the compliance of hosts to service standards.

To provide support to the 18+ Accommodation Finance Officer with organisation of Fostering Panels and completion of pre-panel checks and associated administration.

To ensure that Host payment issues are avoided where possible or addressed as soon as identified.

To assist in the smooth running of the team and take a proactive role in the day to day functioning of the service.

Main duties and responsibilities:

- To support with the day-to-day administrative and business support functions of the team and the wider service including the monitoring of emails.
- To act as a point of contact to ensure that internal staff, partners and hosts who contact the team are dealt with efficiently and consistently. This will include dealing with queries & referring callers to the appropriate person.
- To monitor and update systems in an accurate and timely manner. This includes mailboxes and information management systems, databases, calendars and electronic files.
- To quality assure data held on different systems to ensure accuracy, to provide reliable information on which management decisions can be made.
- To produce various types of documents, drafting routine correspondence on behalf of the service and tracking responses within appropriate timescales, presented professionally and accurately.
- To support the service with business related queries, including system and equipment set up for new and existing staff.
- To support managers in the processing and monitoring accommodation-related financial transactions to help ensure that payments and placements are properly managed and service process & policy are adhered to.

- To participate and engage with service and county-wide 18+ and Business Support Service meetings and events.
- Undertake statutory checks and references for host applications including DBS, references, system checks etc.
- Organise booking new host assessments onto Fostering panel.
- Support for preparation for Ofsted inspection of Kent Supported Homes including coordinating of Statement of Purpose, Host Handbook, Support to the Registered Manager.
- Support to the Accommodation Team Manager with minute taking, organising meetings/panels etc.
- Learning the payments process and systems for hosts to support the 18+ Accommodation Finance Officer.
- Organising of Support Groups and Training.
- Supporting publication of the host monthly newsletter.
- Supporting the Accommodation Finance Officer with the coordination of the high-cost panels and finance systems as part of succession planning for the service.
- Support to the housing pathways teams to track the Rent Guarantor Scheme.
- Tracking of the Tenancy Training for care leavers.
- Providing cover for Accommodation Finance Officer when on leave.

Footnote: This job description is provided to assist the job holder to know what their 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">Level 2 in Admin or equivalent
SKILLS AND ABILITIES	<ul style="list-style-type: none">Excellent interpersonal skillsLiteracy, numeracy and IT skills - ability to produce a range of documents and reports using Microsoft Office, databases and case management systems.Ability to organise and prioritise workload to achieve deadlines.Ability to maintain and process accurate and timely records and to investigate complex queries and anomaliesCo-ordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points.Ability to travel to and from service delivery points, meetings and training when required
KNOWLEDGE AND EXPERIENCE	<ul style="list-style-type: none">Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word and Excel)Understanding of Integrated Children's ServicesAwareness of policies and procedures in relation to Safeguarding, Data Protection, Health and Safety, Equalities and Diversity
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none">We are brave. We do the right thing, we accept and offer challengeWe are curious to innovate and improveWe are compassionate, understanding and respectful to allWe are strong together by sharing knowledgeWe 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>