

Kent County Council

Job Description: Senior Business Support Officer

Directorate:	Adult Social Care and Health
Unit/Section:	LDA Programme Delivery Unit
Grade:	KR9
Responsible to:	Programme Manager

Purpose of the Job:

Offer comprehensive business management support to the integrated Learning Disability and Autism Programme Delivery Unit, ensuring compliance with reporting standards and performance metrics for the Integrated Care Board, Kent County Council, and Medway Council. This includes overseeing the tracking and monitoring of the transformative programme of work within the team's portfolio.

Main duties and responsibilities:

1. Provide professional supervision to members of the business and administrative support team, supporting development of staff through training opportunities, promoting and devising personal development plans for continued professional development and performance.
2. Provide support and oversight of the Partnership for Neurodiversity pooled budget, monitoring expenditure, identifying any potential under/overspend, reconcile and resolve queries.
3. Administration and oversight of partnership arrangements within the Learning Disability and Autism Delivery Partnership – Partnership Agreement for Neurodiversity and Kent and Medway Memorandum of Understanding.
4. Build and maintain good working relationships and network of contact multi-agency partners for information exchange and to maximise potential opportunities.
5. Support senior managers with a range of business and personnel processes to ensure business continuity arrangements are in place, ensuring respective documentation is reviewed, updated and maintained.
6. Foster positive relationships with internal and external stakeholders, work in partnership to promote and improve collaboration, co-production and sharing of best practice and opportunities to achieve and meet the needs of the people we support.
7. Assist with the complaints process to help senior managers ensure statutory timescales are adhered to. Act as a point of contact for freedom of information and subject access requests and queries relating to General Data Protection Regulation.
8. Oversee the collection of data, compile and present reports in a timely manner when required, undertaking research to develop and improve systems and support decision making.

9. Participate and support multidisciplinary and team meetings as required, represent the interest of business support for efficient service delivery.
10. Stay abreast of policy, processes and procedures, provide guidance to staff with interpreting information, including supporting the response to regulatory and inspection requirements when required.
11. Contribute and coordinate to a range of continuous improvement initiatives, including ad-hoc/complex pieces of work and longer-term projects to continue to meet the changing business needs, responding positively to alternative and improved new methods of working.

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: Senior 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"> • Business Administration at Level 3 Apprenticeship standard or equivalent. • Kent Manager or working towards.
EXPERIENCE	<ul style="list-style-type: none"> • Proven experience of providing professional supervision. • Experience working in an environment with conflicting priorities and timescales. • Experience of multi-agency / partnership working • Experience of undertaking research, analysing data and compiling reports. • Experience of showing initiative and autonomy in solving complex problems and supporting senior management to meet their responsibilities.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • High level written and oral communication skills. • Excellent project management and research skills. • Effective report writing and presentation skills. • Excellent organisational skills and the ability to prioritise and work independently. • Able to remain resilient under pressure and work to tight deadlines. • High level of motivation and initiative. • Ability to manage and monitor budgets and resources. • Flexible approach and demonstrable commitment to customers. • Ability to adapt effectively and drive change. • Able to work effectively with a range of diverse teams/stakeholders. • 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 Business Support services and processes. • Good understanding and participation in integrated/multiagency working. • Working knowledge and understanding of financial procedures and process appropriate to the role. • Working knowledge of HR processes in line with organisational policy and procedures.

	<ul style="list-style-type: none"> • Knowledge and understanding of local government and the role of the council and how governance informs and affects decision making in organisations.
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • 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> <ul style="list-style-type: none"> • Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile • Curious - constantly learning and evolving • Compassionate and Inclusive - compassionate, understanding and respectful to all • Working Together - building and delivering for the best interests of Kent • Empowering - Our people take accountability for their decisions and actions • Externally Focused - Residents, families and communities at the heart of decision making.