

Kent County Council

Job Description: *Business Support Officer*

Directorate:	Adult Social Care and Health
Division:	AH – OEK – AC – Business Support Team
Grade:	KR7
Responsible to:	Senior Business Support Officer

Purpose of the Job:

Provide professional support to the Service Managers / Business Support Manager and teams, undertaking project activities, budget monitoring and sharing good practice to ensure the smooth running of the service.

Contribute to and co-ordinate the collation of management and budget information relating to performance indicators and other procedures to ensure compliance and consistency with Government guidelines, legislative requirements and KCC Policy.

Supervise the administration officers and ensure a robust business support function for the team.

Main duties and responsibilities:

- Provide a comprehensive personal assistance and high quality support / service to the Service Manager / Team Manager / Senior Business Support Officer
- Plan, organise and coordinate internal and external meetings, preparing agendas and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered.
- Devise and oversee a range of administrative tracking systems, including monitoring all initiatives and projects in which the manager is involved, correspondence, complaints and staff annual and sick leave, to ensure that progress is maintained on behalf of the line manager where possible and that all relevant action is taken as necessary.
- Develop, support and co-ordinate the work of administrative staff to ensure an effective support service within the Team

- Monitor the budget, providing regular financial reports and returns as required to the Service Managers / Business Support Manager in accordance with financial policies and procedures
- Develop, co-ordinate and improve the effectiveness of the business support function ensuring that policy and procedures are in place, that these are adhered to by each member of the support team to ensure that consistency is maintained at all times
- Research, co-ordinate, collate and manage information / data in a timely and coherent manner, chasing individual responses from managers in order to report at strategic level on the services performance indicators and service development within agreed timescales.
- Build and maintain a network of contacts both within and outside Social Care, Health and Wellbeing in order to ensure an exchange of information and development of good practice regarding all relevant issues relating to service support activity.

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.

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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"> NVQ Level 3 (or equivalent experience) in Business or Management
EXPERIENCE	<ul style="list-style-type: none"> Experience of reporting mechanisms Experience of working to a senior manager Experience of supervising
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent IT skills with a working knowledge of Microsoft Office packages particularly Word, Access, Excel and PowerPoint Ability to prioritise work to meet required deadlines. Excellent interpersonal skills and communication skills; must be able to communicate effectively at all levels Ability to work on own initiative and as part of a team to produce required end results Proven business administration and management skills
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge of financial procedures and monitoring protocols Clear understanding of performance management procedures Knowledge and understanding of spreadsheets and database packages Knowledge of project management
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> <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</p>

	decisions and actions Externally Focused - Residents, families and communities at the heart of decision making
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