

## Kent County Council

### Job Description: **Business Support Officer**

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Specialist Children's Services</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Senior Business Support Officer</b>

#### **Purpose of the Job:**

Oversee and co-ordinate the provision of an administrative and business support service to assist in the smooth management of the Service/District through supervision of a team of support staff.

#### **Main duties and responsibilities:**

Assist the Senior Business Support Officer with the recruitment of Business Support Assistants to the Service/District; supervise and undertake the appraisals and development of support staff, including ensuring that training needs are met. Monitor quality, levels and timescales of work. Ensure that managers and teams are sufficiently supported to provide high quality client care by ensuring effective cover through robust planning of rotas and fair and appropriate distribution of work

Manage the planning, organisation and coordination of internal and external meetings, ensuring that the whole process runs smoothly and that every administrative aspect is covered

Oversee the efficient co-ordination of the Customer Care process within the Service/District and make sure that investigations and responses are carried out in line with KCC protocols and time frame

Extract and analyse information from a range of electronic tracking systems, for all aspects of the business, including measurement of performance issues relating to administrative tasks such as timely distribution of minutes and uploading of information onto the child's electronic file as well as data to assist the Service/District in managing their performance, (i.e. extract data relating to timeliness of visits, reviews, conferences etc.

Liaise and be a link lead person on behalf of the Service/ District operation and the Management Information Unit (MIU) on issues regarding a child's electronic filing system. Relay any local issues that have arisen and advise MIU on issues from the perspective of the operation as well as being part of any testing of any upgrades to the system

Oversee the administration of financial systems relating to expenditure and income, e.g. I-procurement management for processing orders and invoices, monitoring expenditure, purchase card transactions, managing imprest accounts and processing changes, in accordance with financial regulations and directorate procedures Implement and ensure the maintenance of new administration systems to support a consistent approach throughout Specialist Children's Service in line with agreed procedures.

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 3 Diploma in Business Administration or equivalent
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working with senior managers</li> <li>• Experience of drafting reports and correspondence</li> <li>• Experience of supervising staff</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Report-writing skills and ability to draft correspondence</li> <li>• Supervisory skills</li> <li>• Ability to undertake training and recruitment</li> <li>• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contracts</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>• Ability to undertake research and analyse data</li> <li>• Ability to organise own workload and that of others to achieve a range of deadlines</li> <li>• Ability to balance constantly changing priorities</li> <li>• Ability to work within a climate of change</li> <li>• Ability to take a proactive approach</li> <li>• Ability to investigate queries and anomalies when required</li> <li>• Ability to take a proactive approach to tracking action points from meetings and correspondence, in liaison with the managers concerned</li> <li>• Co-ordination skills when arranging meetings and appointments Ability to oversee the administration of financial systems</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> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of the Records Management Policy and an awareness of the freedom of information protocols and policy</li> <li>• Knowledge of a range of IT systems</li> <li>• Knowledge of computerised filing systems</li> <li>• Awareness of new initiatives, policy changes and the impact of any restructuring within the Directorate</li> <li>• Awareness of Data Protection and confidentiality issues</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Open</b></p> <p>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> <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>

*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.*