

## Kent County Council

### Job Description: *Business Support Apprentice*

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<b>Directorate:</b>	<b>Growth Environment and Transport</b>
<b>Division / Team:</b>	<b>Corporate Director's Office</b>
<b>Location:</b>	<b>Maidstone (currently home working)</b>
<b>Grade:</b>	<b>Apprentice Level 3</b>
<b>Responsible to:</b>	<b>GET Portfolio Team/PMO (1 post – 18 months)</b>

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

Provide administrative, technical and customer support services to meet the business needs of the GET Portfolio Team/CDO to ensure the smooth running of the service and take a proactive role in relation to its day to day functioning.

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

1. Provide administrative support, including scheduling meetings, producing agendas, electronically dispatching the meeting documents in advance of meetings, creating and maintaining documentation in various formats, minute-taking and circulating to the relevant officers.
2. Act as a point of contact and provide support for handling customer queries, complaints and correspondence received by the Cabinet Members and Corporate Director.
3. Willingness to learn and maintain systems as part of the CDO/Portfolio Team (PMO), ensuring that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols. Contribute to development of a SharePoint site for the Corporate Director's Office.
4. Support a range of portfolio and project activity across the Directorate, including data management and analysis, as part of the PMO, at various stages of Kent County Council's project lifecycle.
5. Provide support to Directorate governance processes including:
  - Monitoring and follow up of action logs taking a pro-active approach to tracking action points from meetings and correspondence, in liaison with the managers concerned and reporting back to Directorate Management Teams
  - Maintenance of forward work programmes and collation of reports for KCC Governance boards / Portfolio Board.
6. Ordering goods and services using KCC's electronic ordering system IProcurement to raise orders, receipt goods and ensure invoices are paid in a timely manner.
7. Proactive approach to providing good customer service to both our internal and external stakeholders and customers.

8. Logging mail, monitoring and proof-reading responses to ensure that replies are accurate and timely; assess the importance of correspondence and use judgment to escalate within the team appropriately

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 Apprentice*

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
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of a working environment</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Literacy and numeracy skills</li> <li>• Research and data analysis skills</li> <li>• Computer literacy – ability to produce a range of documents using the Microsoft and Windows 10 package including Word and Excel.</li> <li>• Interpersonal, organisational and administrative skills</li> <li>• Ability to organise, and prioritise workload to achieve deadlines.</li> <li>• Ability to take accurate notes and minutes of meetings</li> <li>• Co-ordination skills when arranging meetings and appointments when required</li> <li>• Willingness to learn about project management</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Awareness of office procedures.</li> <li>• Awareness of Data Protection (GDPR), confidentiality issues and Health &amp; Safety.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<ul style="list-style-type: none"> <li>• Compassionate &amp; inclusive; commitment to equalities and the promotion of diversity in all aspects of working</li> <li>• Working together – building and delivering for the best interests of KCC</li> <li>• Externally focused – residents, families and communities at the heart of decision making</li> <li>• Flexible/agile – willing to take (calculated) risks</li> <li>• Empowering – our people take accountability for their decisions and actions</li> <li>• Curious – constantly learning and evolving</li> <li>• Take opportunities for developing new skills</li> <li>• We are brave. We do the right thing; we accept and offer challenge to put the interests and wellbeing of customers first.</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul> <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• Open</li> <li>• Invite contribution and challenge</li> <li>• Accountable</li> </ul>