

Kent County Council

Job Description: Apprenticeship for Business Support Officer

Directorate:	Children, Young People and Education Safeguarding, Professional Standards & Quality Assurance Unit
Unit/Section:	Assistant Director's Office
Salary Grade:	Level 3 Apprentice
Responsible to:	Assistant Director

Apprenticeship Training Details

Name of Apprenticeship Standard: Business Administrator

Institute for Apprenticeship and Technical Education - reference ST0070

Level of Apprenticeship: Level 3

Length of Study: 18 months

Purpose of the Job:

- Ensure the provision of an effective business support service to support the area Assistant Director. This will be achieved through robust diary management; the forward planning of meetings, the management of all associated administration, implementation of efficient processes and obliging procedures to improve the level of service provided to the Assistant Director and other stakeholders.
- Provide an administrative service that organises, supports and administers all arrangements for Area panels and other specified processes required for the smooth running of the business support for the Area. To work closely with the districts in the Area and the Assistant Director to efficiently manage all referrals, cases and expenditure through panel processes. To co-ordinate other processes within the department that requires robust collation and data interrogation.

Main duties and responsibilities:

- Provide comprehensive support to the Assistant Director, including projects work, research and briefings, diary and time management, reviewing all correspondence, highlighting and managing feedback and tracking replies according to appropriate statutory timescales.
- Plan, organise and coordinate internal and external meetings, including large gatherings, preparing itineraries and undertaking research where required, ensuring the whole process runs smoothly and that every administrative aspect is covered.
- Continually look at ways to improve and develop all office systems, including the database and computerised filing systems, tracking key documents, to ensure files are constantly updated and systems are adapted to improve effectiveness in line with the County's Record Retention Policy, General Data Protection Regulation (GDPR) and Freedom of Information Protocols.

- Act as first point of contact on behalf of the Assistant Director and take appropriate action in relation to queries from Members of the County Council, the Chief Executive, Chief Officers, Government officials and others to ensure these queries are dealt with effectively and in a professional manner.
- Extract and utilise information from data bases and reports to track, monitor and advise the business (i.e. missing children, external placements) and maintain appropriate administrative tracking systems, including monitoring outstanding actions, correspondence and ensuring there is no drift of administration tasks.
- Work flexibly as part of an administration team supporting the Assistant Director; in line with organisational priorities and contributing to the seamless cover of all duties and requirements. Ensuring the office is covered during periods of annual leave and unexpected absence. Support changes in personnel, including the recruitment and induction of staff.

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: Apprenticeship for 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	Note - Entry level apprenticeships do not require minimum level qualification for Math's and English as these functional skills can be incorporated as part of the apprenticeship.
EXPERIENCE	Not applicable
SKILLS AND ABILITIES	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates basic skills required for information recording producing accurate records and documents. Handles confidential information in compliance with policies and procedures.
KNOWLEDGE	Information Governance General Data Protection Regulation (GDPR) NB training will be provided
BEHAVIOURS AND KENT VALUES	Kent Values: <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 CULTURAL ATTRIBUTES: <ul style="list-style-type: none">• Compassionate & inclusive• Working together – building and delivering for the best interests of KCC• Externally focused – residents, families and communities at the heart of decision making• Flexible/agile – willing to take (calculated) risks• Empowering – our people take accountability for their decisions and actions• Curious – constantly learning and evolving

