

Kent County Council  
Job Description: Business Support Officer

---

<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section</b>	<b>Business Delivery Unit</b>
<b>Grade:</b>	<b>KR07</b>
<b>Responsible to:</b>	<b>Directorate Business Support Manager</b>

**Purpose of the Job:**

Provide a comprehensive and coordinated personal assistance and administrative support service to the Director and Senior Managers, including diary and time management to enable the Director and Senior Managers to discharge their duties effectively.

**Main duties and responsibilities:**

1. Manage and organise complex diary appointments for the Directors and Senior Managers to ensure attendance at meetings is managed effectively and agendas, minutes, briefings etc. are available. Assess and prioritise appointment requests using discretion and initiative to ensure appropriate prioritisation
2. Deal with extensive volumes of highly sensitive data with complete confidentiality. Manage all correspondence, both hard copy and electronic, and incoming telephone calls to ensure appropriate responses are made within acceptable timescales.
3. Take minutes of key meetings as required - ensuring follow up actions are completed, linking with internal and external contacts as appropriate ensuring the prompt and correct flow of information between Kent County Council officers, Members and external bodies as necessary, prioritising and feeding back information promptly for decision/resolution. Identify and establish appropriate management systems to ensure that papers and minutes are distributed within agreed timescales in order to link in with other senior management team meetings and corporate deadlines
4. Research, coordinate and analyse data, chasing individual responses from senior managers relating to specific issues on behalf of the line manager, to ensure that any reports to management teams, Cabinet or Committees are prepared and submitted within agreed timescales.
5. Act as first point of contact 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 that these queries are dealt with effectively and in a professional manner.
6. Assist with a range of projects as agreed with the Directorate Business Manager or the Directorate Business Officer.

7. Plan, organise and coordinate internal and external meetings, including large gatherings such as seminars involving external agencies and speakers, preparing itineraries and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered.
8. Devise and oversee a range of administrative tracking systems, including monitoring all initiatives and projects in which the Director or Senior 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.
9. Oversee the development and review of all office systems, including the database and filing systems, both computerised and manual, tracking key documents, to ensure that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
10. Oversee the administration of financial systems relating to expenditure and income, e.g. processing invoices, monitoring expenditure.

*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: 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSE or equivalent in Mathematics and English</li> <li>• NVQ Level 3 in Business Administration or equivalent by experience</li> <li>• Willingness to undertake the Future Manager programme.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working with senior managers</li> <li>• Experience of managing own work priorities and deadlines</li> <li>• Experience of working in Social Care / NHS setting</li> <li>• Proven business administration and time management skills</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent IT skills with a working knowledge of all Microsoft Office packages</li> <li>• Ability to produce accurate notes and briefings and draft correspondence</li> <li>• Ability to prioritise work to meet required deadlines.</li> <li>• Excellent interpersonal skills and communication skills</li> <li>• Ability to work on own initiative with the minimum of supervision, work as part of a team to deliver and achieve results.</li> <li>• Ability to undertake research, prepare data analysis and reports.</li> <li>• Ability to build effective relationships and work with tact, diplomacy and professionalism when dealing with colleagues, senior managers, members of the public and councilors</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good understanding of Social Care and KCC structure and key partner agencies.</li> <li>• Knowledge of issues relating to specific project areas</li> <li>• Awareness of Data Protection and confidentiality issues</li> <li>• Awareness of and responsiveness to political issues</li> </ul>
<b>KCC VALUES</b>	<ul style="list-style-type: none"> <li>• We are brave. We do the right thing; we accept and offer challenge.</li> <li>• We are curious to innovate and improve.</li> <li>• We are compassionate, understanding and respectful to all.</li> <li>• We are responsible for the difference that we make.</li> <li>• We are strong together by sharing knowledge.</li> </ul> <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  Curious - constantly learning and evolving  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 decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
--	---