

Kent County Council

Job Description: *Senior Business Support Officer*

Directorate:	Strategic and Corporate Services
Unit/Section:	Strategic Commissioning
Grade:	KR9
Responsible to:	Business Support Manager

Purpose of the Job:

Deliver and improve administration services within the Strategic Commissioning Business Support Team through a team of administrative staff. Ensure the provision of a consistent, efficient and effective support service, in accordance with legislation and Corporate and Directorate policies.

Main duties and responsibilities:

Manage a dispersed business support team including ensuring the recruitment, training, appraisal and performance management of staff in accordance with the County Council's HR processes. Directly line manage the Business Support Officer (KR7), and a team of Administrators (KR5s).

Manage an effective information flow, co-ordination and deployment of resources across the different teams, sharing and promoting good practice so that an efficient and compliant business support service is provided.

Manage the service delivery and relationships with the Heads of Service and the co-ordination of performance data and reports in specified Areas/Services to ensure all information is supplied in an accurate and timely manner.

Ensure the continuous professional development of business support staff in line with the competency framework, achievement of targets across the team and the provision of a consistent high quality service.

Ensure the team are supporting managers and staff in their Areas/Services by successfully utilising the most up to date technology available (for example minuting directly onto electronic devices, using the Taleo recruitment system, Skype Communications, and undertaking financial Collaborative Planning) and to ensure that work is undertaken in the most effective and efficient manner.

Ensure that administrative processes and business support functions across the Services/Areas are carried out in line with the business support framework, Corporate and Directorate Policies and are consistent across each team.

Support the provision of risk management and budgetary information for Service Managers ensuring business support staff have a working knowledge of the financial planning and procurement processes, with a focus on spending the council's money and reducing non-essential spend.

Ensure that administrative processes are developed, maintained and are effective in the specified Services/Areas and that Freedom of Information requests and complaints and enquiries are dealt with appropriately and investigate complex and/or high profile enquiries/complaints.

Undertake ad hoc and cross cutting projects (eg. Business Continuity, Recruitment, Environmental targets) in connection with the business support function to improve and develop administrative processes, protocols and practices across the Division.

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: *Senior 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	Level 4 Diploma in Business Administration /Future Manager / Kent Manager or equivalent, or working towards a relevant professional qualification
EXPERIENCE	<ul style="list-style-type: none"> • High level business support and ability to prepare reports fit for purpose • Line management of a Business Support team • Project management
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Management/supervisory skills • Excellent organisational skills and the ability to prioritise • High standard of literacy and IT skills • Ability to adapt effectively and drive change • Ability to exercise professional judgment and identify issues at an early stage to ensure early resolution • 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. • Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of the Commissioning Cycle • Understanding of KCC governance processes and the wider Kent County Council drivers and initiatives for improvement. • Good working knowledge of financial, procurement and collaborative planning processes
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>Open</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>Invite Contribution and Challenge</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>Accountable</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>
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