

# Kent County Council

## Job Description: *Business Support Officer*

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**Directorate:** Adult Social Care and Health

**Grade:** KR7

**Responsible to:** Business Support Manager

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

To coordinate a comprehensive, effective and efficient Business Support function within the Service. To lead on communication, administration systems, business processes and infrastructure supporting the Service Manager, whilst linking with colleague's within KCC and Partner organisations.

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

- Devise and oversee all administrative tracking systems, correspondence, complaints and co-ordinate the lone working arrangements for the Locality and escalate any safety concerns to the responsible manager.
- Identify and analyse problems that arise from the quality of data or management information, providing timely reports to relevant managers and staff where necessary. You will seek solutions to address and remedy the problem promoting the optimum use of social care client systems.
- Oversee the development, review of all office systems, including the client systems, tracking key documents, to ensure that files are maintained in line with the Social Care Case recording policy, County's Record Retention Policy, data protection and freedom of information protocols.
- Plan, organise and coordinate the business support resources within a Locality to provide support to teams and managers by minute taking for professional meetings, monitoring workload allocation, tracking absences and training records and facilitating all workforce recruitment
- Monitor and assess the collection and co-ordination of management information in relation to the agreed performance framework to ensure compliance and consistency with Corporate, Directorate and National Government guidelines and legislative requirement of the Care Act and other relevant Acts.
- Support the development and monitoring of Divisional Business Plan / Workforce Plan / Training Plan and Business continuity plan for the service.
- Provide accurate and timely evidence and documentation to support managers with compiling reports, coordinate peer audit and responding to complaints, enquiries and audit requests from internal and external parties, which could include preparing detailed chronologies and providing multiple records pertaining to the casefile.
- Oversee the administration of financial systems relating to expenditure and income, e.g.: processing of I procurement, monitoring expenditure, debt and environmental targets.

- Be responsible for ensuring an appropriate response to enquiries to the locality office 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.
- Lead on the recruitment, induction, development, performance and appraisal of the business support team within the locality and provide support to other localities to ensure that there is cover as required.

Footnote: This job description is provided to assist the job holder to know what their 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 Officer*

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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	<ul style="list-style-type: none"><li>• GCSE or equivalent in Mathematics and English</li><li>• NVQ Level 3 in Business or Management or equivalent experience</li><li>• Be willing to undertake the Future Manager programme.</li></ul>
EXPERIENCE	<ul style="list-style-type: none"><li>• Experience of preparing data and reporting mechanisms.</li><li>• Experience of working with Senior Managers</li><li>• Experience of managing own work priorities and deadlines</li><li>• Experience of supervising the work of others</li><li>• Experience of working in Social Care / NHS setting</li></ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"><li>• Excellent IT skills with a working knowledge of Microsoft Office packages particularly Excel.</li><li>• Excellent skills and working knowledge of Swift, AIS and BOXI.</li><li>• Ability to prioritise work to meet required deadlines.</li><li>• Excellent interpersonal skills and communication skills, both orally and written; in order to communicate effectively with colleagues, Senior Managers and external organisations.</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>• Proven business administration and management skills.</li><li>• Ability to undertake research, prepare data analysis and reports on behalf of the MH Business Support Manager.</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner.</li></ul>
KNOWLEDGE	<ul style="list-style-type: none"><li>• Knowledge of Social Care Procedures and monitoring protocols.</li></ul>

	<ul style="list-style-type: none"> <li>• Knowledge and clear understanding of performance procedures and monitoring framework.</li> <li>• Knowledge and understanding of spreadsheets and database packages.</li> <li>• Knowledge of Social Care Systems.</li> <li>• Knowledge of Social Care and Health</li> </ul>
<b>KENT VAULES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>