

## Kent County Council

Job Description: *Unaccompanied Asylum Seeking Children's Service  
Administration Officer*

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<b>Directorate:</b>	<b>Children Young People and Education</b>
<b>Unit/Section:</b>	<b>Unaccompanied Asylum Seeking Children's Service</b>
<b>Grade:</b>	<b>KR05</b>
<b>Responsible to:</b>	<b>Senior Business Support Officer</b>

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

Provide an administrative support service to the Unaccompanied Asylum Seeking Children's Service, specifically in relation to key communication and engagement activities.

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

- Produce all types of word processing, from handwritten and recorded sources, drafting routine correspondence on behalf of the line manager and other staff, and tracking responses to correspondence and other paperwork within appropriate timescales, in order to provide a reliable and high quality service to Directorate managers.
- Act as a main coordinator for investigating complex queries and simple complaints, assessing the nature of telephone calls/emails, referring them to the appropriate person without referral to the line manager where possible.
- Work with colleagues across the relevant departments within Kent County Council to ensure that enquiries and complaints are correctly handled, as per the established policies and procedures, and that responses are sent in a timely manner.
- Support the coordination and responses to Freedom of Information requests relating to specific areas of the service.
- Provide effective and robust monitoring of enquiries and complaints, to support managers in understand which enquiries or complaints are outstanding, overdue, etc.
- Develop, maintain and monitor all office systems, including the database and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- Update, modify and retrieve data on both manual and computerised systems, preparing standard and non standard reports, cross checking data held on different systems to ensure accuracy and developing new systems to meet

information needs in order to provide accurate and reliable information, on which management decisions can be made.

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: *Unaccompanied Asylum Seeking Children's Service* *Administration 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level or equivalent or NVQ2 in Administration or equivalent if required
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Office administration experience</li><li>• Experience of drafting correspondence</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Literacy and numeracy skills</li><li>• Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Windows WP package, Excel spreadsheet and database functions</li><li>• Interpersonal, organisational and administrative skills</li><li>• Ability to develop and maintain effective computerised and manual filing systems</li><li>• Ability to organise and prioritise workload to achieve deadlines</li><li>• Ability to investigate complex queries and anomalies when required</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Kent Children's Social Services</li><li>• Knowledge of the County's Record Retention Policy and freedom of information protocols or awareness of the requirement for this policy and protocol</li><li>• Knowledge of a range of IT systems</li><li>• Knowledge of computerised and manual filing systems</li><li>• Awareness of Data Protection and confidentiality issues</li><li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety</li></ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <p>We are <b>brave</b>. We do the right thing, we accept and offer challenge We are <b>curious</b> to innovate and improve We are <b>compassionate</b>, understanding and respectful to all We are <b>strong together</b> by sharing knowledge We are all <b>responsible</b> for the difference we make</p> <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 <b>Curious</b> - constantly learning and evolving <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all <b>Working Together</b> - building and delivering for the best interests of Kent <b>Empowering</b> - Our people take accountability for their decisions and actions <b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>