

## Kent County Council

Job Description: *Business Support Officer (Assistant Directors office)*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Specialist Children's Service</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Assistant Director</b>

### **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, Data Protection 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.

To manage the Customer Care process to ensure that investigations and responses are carried out in line with KCC time frame. Quality assures letters and correspondence received from the business to make sure it is of the highest quality and ready for approval by Senior Management.

*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: *Business Support Officer (Assistant Directors office)*

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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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 2 or level 3 Diploma or equivalent</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working directly for a Senior manager</li><li>• Experience of drafting correspondence</li><li>• Experience of office administration</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent interpersonal, organisational and prioritisation skills, and the ability to display professionalism and courtesy when dealing with all levels of staff, elected members, MPs, MEPs and external contracts</li><li>• Computer and systems literacy – ability to develop, monitor and maintain effective computerised and manual systems to produce a range of documents and reports, non-standard reports, and to manage diaries using Windows word processing packages, outlook, Excel spreadsheets and database functions</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li><li>• 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.</li><li>• Ability to develop an understanding of the range of projects and initiatives that the Assistant Director is involved in overseeing.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge of the services provided by Kent County Councils Childrens Social Services and detailed knowledge of services and functions provided by the team.</li><li>• Knowledge of a range of IT systems, and computerised &amp; manual filing systems.</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, and understanding of the requirement for confidentiality and sensitivity.</li></ul>

	<ul style="list-style-type: none"> <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>VALUES AND CULTURE</b>	<p><b>VALUES</b></p> <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 strong together by sharing knowledge</li> <li>We are all responsible for the difference we make</li> </ul> <p><b>CULTURAL ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>Compassionate &amp; inclusive</li> <li>Working together – building and delivering for the best interests of KCC</li> <li>Externally focused – residents, families and communities at the heart of decision making</li> <li>Flexible/agile – willing to take (calculated) risks</li> <li>Empowering – our people take accountability for their decisions and actions</li> <li>Curious – constantly learning and evolving</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <p><b>Open</b></p> <p><b>Invite Contribution and Challenge</b></p> <p><b>Accountable</b></p>