

## Kent County Council

### Job Description: *Senior Business Support Officer*

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<b>Directorate:</b>	<b>Adult Social Care and Health</b>
<b>Unit/Section:</b>	<b>Lifespan Pathway 26+ Learning Disability Teams</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Business Support Manager - LD</b>

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

Provide assistance to the Business Support Manager relating to oversight and direction of the Business Support team, ensuring that resources within Business Support are utilised to best meet the needs of the 26+ Learning Disability service. Be the main contact point for queries relating to sustainability and business processes for the area, working with stakeholders to ensure flow through our service.

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

1. Support the Business Support Manager by supervising and overseeing members of staff with the Business Support Team on a day to day basis. Provide support, development and motivation for the teams. Act as a mentor for Seniors supervising operational teams.
2. Maintain Area risk log and emergency plan, ensuring Senior Managers are regularly reviewing and updating these documents.
3. Support senior managers when responding to emergency planning issues and ensuring there are business continuity arrangements in place at all times.
4. Create new and maintain existing partnerships with providers, operational staff, commissioning, finance and health, to broaden the scope of Business Support through best practice and information exchange and to maximise potential opportunities. Participate in multidisciplinary meetings as required to represent the needs of the Learning Disability Business Support service.
5. Act as a point of contact for freedom of information requests and queries relating to GDPR. Fact find and collate information to support the responses to the Local Government Ombudsman.
6. Prepare and present reports in a timely manner and as required, develop and improve systems where necessary in order to ensure efficient operating processes.
7. Support the Business Manager in investigating and responding to non-complex complaints, working directly with clients and their representatives to resolve and respond to concerns. Deputise for the Business Support Manager when required and as appropriate.
8. Lead on sustainability work within the area relating to the new operating model, undertaking checks and audits to ensure we understand our current position and where improvements are required.

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

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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>	<ul style="list-style-type: none"> <li>• Kent Manager (or working towards)</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Supervisory experience</li> <li>• Experience of multi-agency/partnership working</li> <li>• Experience of collating and analysing data</li> <li>• Experience of auditing processes and compiling reports</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with clients, carers, colleagues and partner agencies through written and verbal communications</li> <li>• Understanding of, and ability to evaluate the level of risks to clients and prioritise client referrals accordingly</li> <li>• IT skills and effective use of Microsoft Office programs</li> <li>• Ability to build and develop effective working relationships across a wide range of internal and external partners</li> <li>• Ability to prioritise, forward plan and work effectively on own initiative.</li> <li>• Ability to lead and motivate a team</li> <li>• Supervision, mediation and negotiation skills</li> <li>• Excellent personal resilience to respond to challenges</li> <li>• Ability to contribute to and lead a range of service related projects</li> <li>• Demonstrate understanding and application of proactively influencing and challenging service providers</li> <li>• Demonstrate ability to explore alternative services to meet eligible needs and a positive approach towards meeting outcomes and promoting independence</li> <li>• Ability to reflect on and critically analyse own performance in an effective way</li> <li>• Ability to take responsibility for own and others health and safety</li> <li>• Ability and commitment to support the Directorate's Equality and Diversity Policy Statement which is an integral part of the Directorate's service delivery</li> <li>• Understanding and application of KCC's performance monitoring requirements</li> <li>• Ability to travel flexibly across a wide geographical area in accordance with the needs of the job</li> <li>• Ability to work flexibly and reacting in an emergency for business continuity.</li> </ul>

<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of LD functions and processes.</li> <li>• Understanding of the needs of clients, carers and their families.</li> <li>• Working knowledge and understanding of financial procedures appropriate to the job.</li> <li>• Allocation of management of resources and finances</li> <li>• Understanding and proactive participation with partner agencies in an integrated way</li> <li>• An understanding of key policies, legislation and statutory guidance, and eligibility criteria relating to provision of support to the client group, including the Care Act.</li> <li>• Working knowledge of legislation relating to Equal Opportunities and awareness of KCC equality and diversity policies, procedures and legislation</li> <li>• Knowledge and understanding of Safeguarding, Mental Capacity Act/DoLS and understanding of Court of Protection policies and processes and their relevance to Purchasing</li> <li>• Compliance with information governance, data protection, record retention and confidentiality issues</li> <li>• Good understanding and participation in integrated working with partner agencies</li> </ul>
<p><b>BEHAVIOURS AND KENT VALUES</b></p>	<p><b>Kent Values:</b></p> <p><b>Open</b></p> <ul style="list-style-type: none"> <li>• Act with integrity, honesty and transparency</li> <li>• Demonstrate a healthy attitude to risk</li> <li>• Welcome and expect change and evolving technology</li> <li>• Work in new ways</li> <li>• Be willing to learn</li> <li>• Work as a whole council</li> <li>• Treat people fairly and with respect</li> </ul> <p><b>Invite Contribution and Challenge</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively to find new solutions</li> <li>• Innovate</li> <li>• Put the interests and wellbeing of customers first</li> <li>• Be open to challenge</li> <li>• Actively encourage and expect contribution</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Do more for yourself</li> <li>• Take personal and professional responsibility for your actions and performance</li> <li>• Deliver at pace</li> <li>• Look for ways to save money</li> <li>• Look for commercial opportunities</li> <li>• Focused on outcomes</li> </ul>