

Kent County Council

Job Description: Senior Support Officer

Directorate:	Children Young People and Education
Unit/Section:	Early Help and Preventative Services
Grade:	KR6
Responsible to:	SYV&P Project Coordinator
	Fixed Term – 2 years/Part-time – 18.5 hours p/w

Job Purpose:

The post holder will be responsible for providing administration and technical assistance to the Serious Youth Violence and Prevention Project Coordinator. The post holder will be supporting the Coordinator with both the management and delivery of the project. They will liaise with the Data Analyst around data collection processes, will organise and minute meetings and liaise with external partners and commissioned providers to support project outcomes.

Main duties and responsibilities:

- Provide comprehensive administrative support to the Coordinator, including diary and time management
- Support the collation of information and reports from a range of sources to provide comprehensive information to the team to aid its day-to-day work.
- Act as the point of contact for enquires for the project and take appropriate action in relation to queries from the public, internal staff, Members of the County Council, Senior Officers and others and ensure that these queries are dealt with effectively and in a professional manner.
- Liaise with Senior Officers, Members of the Authority and Key Partners, ensuring communications are appropriate and directed to the appropriate person.
- Plan, organise and coordinate internal and external meetings, assist in organisation of events and training, ensuring that the whole process runs smoothly and that every administrative aspect is covered, including preparing and circulating agendas, minutes and invites and booking rooms and resources.
- Input, monitor and ensure that all administrative systems for the District, both electronic and manual are effective and up to date. Ensure all systems are maintained consistently across the District to provide an effective and efficient support.
- Maintain the budget administration for the District Lead in relation to expenditure and income, e.g. processing and preparing invoices, monitoring expenditure, maintaining imprest/purchase card accounts and processing charges. All procedures to comply with the Authority's Financial Regulations and Procedures, Retention Policy, Data Protection and Freedom of Information protocols.
- Contribute to innovation of the service by working flexibly and being alert to areas for improvement.

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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	Level 3 qualification in Administration or equivalent
EXPERIENCE	<p>Administrative and financial experience.</p> <p>Experience of working for a senior manager</p> <p>Working with accuracy and confidentiality.</p> <p>Experience of supervising staff.</p>
SKILLS AND ABILITIES	<p>Literacy, numeracy and computer skills - ability to produce a range of documents and reports, including non-standard reports, using MS package and databases such as case management systems.</p> <p>Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members and external contracts including diary and time management skills, and the ability to balance constantly changing priorities and deadlines.</p> <p>Co-ordination skills when arranging meetings and appointments and ability to take accurate notes and minutes of meetings and take a proactive approach in tracking action points and correspondence, in liaison with the managers concerned</p> <p>Ability to travel to and from service deliver points, meetings and training when required.</p>
KNOWLEDGE	<p>Knowledge of administrative processes and budget monitoring processes, including reconciliations.</p> <p>Knowledge of service delivery for young people and families across open access and case work.</p> <p>Knowledge of a range of IT systems including databases and self-service.</p> <p>Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures including Safeguarding, Data Protection, Health and Safety, Equalities and Diversity in all aspects of working.</p>

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.