



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Business Support Officer - ASC Covid19 support

6 month secondment, based in Kingston

Grade D/E

Role purpose:

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs employees who thrive in an agile and networked organisation and who can support continuous improvement within a constructive organisational culture. The care market has been a focal point during the Coronavirus pandemic, as a result there is a need for further engagement with our care providers and a duty to monitor and report on various aspects of the care market such as infection control. The need has arisen for a dedicated person to help support the Corporate Head of Service Commissioning and colleagues across Adult Social Care Commissioning with the extra responsibilities we now face. You will liaise with colleagues and partners (internal and external) and help coordinate data collection and input information onto various trackers.

The role reports directly to the Corporate Head of Service Commissioning, you will be working with colleagues across ASC Commissioning and external stakeholders such as providers.

Key activities

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports Kingston's commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

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Delivery

- Works with service stakeholders (Finance, HR, Communications, Public Health) across ASC ensuring they are provided with all necessary support and information to deliver services effectively
- Acts as a single point of coordination for the Infection Control Fund including collating provider responses, following up submissions, checking forms and returns for completeness, maintaining records and providing a twice weekly update report via a simple template.
- Support Covid related commissioning activity including provider events
- Engages with CHoS and Finance Leads for the completion of necessary forms relating to Covid19 and Infection Control Fund.
- Monitors ASC Commissioning Inbox for Covid related enquiries and directs query to relevant person / team for resolution
- Support the management of the ASC Commissioning inbox
- Delivers a high standard of support to internal and external customers in line with service level agreements and other relevant performance standards
- Utilise, maintain the capacity tracker and other internal trackers - including data entry, data interpretation and reporting
- Input, update and extract data, information and records using relevant ICT systems
- Prepare, edit, format, maintain and print documents using MS Office and Google applications
- Follows and maintain internal procedures, continually looking for opportunities to work more efficiently
- Administer more complex, non routine meetings including rooms booking, distribution lists, collating agenda items, taking minutes and following-up on actions
- Handling and responding to enquiries from providers via all communication channels
- Ensure transactions are accurately recorded and entered into systems in a timely manner and in line with procedures
- Organise and support the running of a range of provider engagement events eg. workshops and forums
- Actively contribute to the development of new systems and or business processes, acting on own initiative to tackle operational issues where feasible / appropriate
- Identify and implement opportunities for streamlining work activities to make the Service more efficient, and as part of this maintain and update service related documentation and processes in line with ISO 9001 quality standard.

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

Role progression:

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Progression to E grade

- Able to evidence strong performance in respect to personal objectives and team KPIs
- Able to evidence personal contribution to any / all of the following, which has led directly to an improvement in working practices:
 - ISO 9001 accreditation
 - Continuous improvement programme of work
 - Delivery of initiatives and projects in the service plan
- Able to evidence behaviours which support and help develop the organisation's constructive culture
- Able to evidence a digital mindset, with examples of how this mindset has been applied to help deliver the Council's digital strategy
- Able to evidence examples of having experience, knowledge and skills that are beyond that which is expected at D grade
- Able to evidence examples of consistently taking the lead on work in your team
- Able to evidence example of supporting less experienced colleagues, whether through mentoring, buddying or training
- Able to evidence examples of constructive relationships with colleagues across the organisation, and how these relationships have been positive in resolving challenges and delivering a service in accordance with agreed standards.

The person:

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the Council
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task
- Administrative experience is desirable, but more important is the willingness and capability to undertake the range of functions set out in the role profile
- You will need a high level of professionalism as well as sound judgement and strong organisational skills.
- Demonstrate innovation and creativity at work, taking ownership to solve problems as they arise
- Actively engage in positive cross organisational communication and team working
- Ability and enthusiasm to work independently and or as part of a team with an appropriate amount of supervision

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- Demonstrate willingness to seek out and embrace new ways of working other changes at work as continual improvement becomes the norm
- Strong ICT skills are imperative as is demonstrating a digital mindset
- Good numeracy skills and an attention to detail
- Ability to work at pace whilst maintain accuracy
- Ability to demonstrate personal ownership of tasks at work, achieving high levels of performance in all that you undertake
- Demonstrate an ability to learn from mistakes, using a lessons learnt approach to improving performance and supporting the organisation to achieve its goals and ambitions in the best possible way

Our Values

Our values and behaviours will feature in everything we do – from recruitment, to learning and development, appraisals and much more. They will help us recruit and keep the best people, support our vision and shape our culture.

Supportive of trying new ideas, with the courage to change direction.

Transparent and connected in all that we think, say and do.

Appreciative of each other, recognising and celebrating success.

Respectful of difference and valuing diversity.

Making Kingston Better Together by living our values