

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Senior Business Support Officer



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Housing Solutions, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To lead a team of Business Support Officers working across a range of systems to provide robust business support to the whole of the Housing Solutions Service including the Housing Allocations & Quality Team, Housing Options Team, Temporary Accommodation Team and Rough Sleeper Services Team.

Accountable to:

This role is accountable to the Housing Quality Team Leader and is accountable for Business Support Officers and Business Support Apprentices and the role sits within the Housing Solutions Service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Manage, support and guide the Business Support team members to ensure comprehensive business support is provided to and all the administration requirements are met for the whole of the Housing Solutions Service.
2. Ensure the records and data management systems within Housing Options Pathway are maintained to high standard to enable staff to carry out their duties effectively and ensure customers experience a high-quality service.
3. Provides support to Housing Allocations, Housing Options & Temporary Accommodation Officers as required to liaise with customers to ensure appropriate documentation is provided to ensure timely and efficient assessment and determination of housing register and homelessness applications.
4. Support Business Support Officers to work with team leaders and managers to collate & analyse data in order to respond to Freedom of Information requests and Subject Access Requests.
5. Maintain a tracker of councillor and MP enquiries, complaints and reviews and liaise with and chase where necessary Team Leaders, Managers and Head of Service to ensure responses are responded to within the required deadlines.
6. Participate in the recruitment and induction of business support staff and support them to ensure they undertake all relevant training.
7. Raise purchase orders, process invoices and monitor business processes and budgets and liaise with Team Managers as appropriate, thereby assisting in meeting budgetary and organisational targets.
8. To arrange, support and minute various meetings as and when required and to support the HOS on day to day management of diary and appointments.
9. Maintain on a day-to-day basis the office equipment, information technology and office systems to ensure effective services.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate effective supervisory skills.	E	A
Demonstrate excellent organisational ability including the application of information technology.	E	A
Demonstrate good written and verbal skills including telephone communication.	E	A, I
Ability to maintain a high level of accuracy and attention to detail with ability to produce well-presented documents.	E	A, I
Demonstrate experience of arranging, supporting and minuting meetings.	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, ExWord & Excel & Wordel) or willingness to undertake training during the probation period.	E	A, I

Knowledge:	Essential / Desirable	Measured by
Understanding of office environments, record maintenance/management and financial systems sufficient to devise and improve administrative systems.	E	A, I
Knowledge of Health and Safety requirements.	D	A, I
Knowledge of housing sector in particular social housing environment.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience in business writing skills (reports, minutes etc).	E	A, I
Experience in using case management IT systems.	E	A, I
Experience working in a busy office environment.	E	A, I
Previous experience as a supervisor.	D	A, I

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to a good GCSE level, or equivalent, particularly including English and Maths.	E	A, I
IT skills and proficient in the use of Microsoft Office applications.	E	A, I
NVQ Level 3 Business and Administration or equivalent recognised qualification.	D	A, I
Educated to A level standard in English.	D	A, I
Typing or Word processing qualification.	D	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	One Angel Square
Job family band:	Regulatory and Technical, Pay Band 6	Worker type:	Part-flexible
Salary range:	£33,369-£36,163	Budget responsibility:	Nil
People management responsibility:	Yes		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

