

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Project Officer

Library Service, 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.



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Purpose and impact:

The post will provide project support for delivery of the UKSPF programme by BIPC Northamptonshire, across Northamptonshire.

The Business & Intellectual Property Centre (BIPC) Northamptonshire supports start-up businesses and entrepreneurs across Northamptonshire to develop the insight, skills and confidence they need to start and grow successful businesses. This post is funded by North and West Northamptonshire Councils' UKSPF but will sit within the BIPC team, who are part of Northamptonshire Libraries & Information Service.

This is a fixed term post until 31 March 2025.

Accountable to:

This role is accountable to Programme Coordinator – Information Services. The role sits within Northamptonshire Libraries & Information Service, part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. To support the day-to-day delivery of a portfolio of services including workshops, webinars and one-to-one support, which enable entrepreneurs and SMEs from all walks of life to utilise the BIPC Northamptonshire collections and resources, to set up and run a successful business.
2. Provide comprehensive administrative support for a range of business support activities to ensure the required outcomes/outputs for UKSPF intervention E23: Strengthening local entrepreneurial ecosystems, and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks, are met.
3. To assist in the preparation of printed and digital materials and to liaise with internal and external partners to ensure UKSPF and BIPC National Network branding guidelines are adhered to.
4. To provide marketing support such as assisting with e-newsletters and social media accounts.
5. Actively engage and build partnerships with the business community, partners and stakeholders by attending relevant networking and business events to promote the UKSPF programme and other North and West Northamptonshire Council priorities.
6. Accurately maintain customer and project records to meet reporting requirements, including tracking service users, and help collect and assess user feedback.
7. 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.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

9. 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
Excellent communication skills, both verbal and written	Essential	A/I
Excellent ICT data management skills (including spreadsheets and databases)	Essential	A
Proactive approach to customer service, keeping aware of and responding to customers' changing needs	Essential	A/I
Ability to take the initiative, prioritise work and deliver to deadlines and to agreed standards	Essential	A/I
Aptitude to work well as a member of a team, to make a positive contribution to the work of the BIPC and form co-operative working relationships with colleagues from other service areas	Essential	A/I
Excellent people skills and the confidence to deal with entrepreneurs, business partners, stakeholders and the general public	Essential	A/I
Strong advocacy, communication and relationship-building skills with a wide range of stakeholders	Essential	A/I
CRM skills	Desirable	A
Marketing support including use of social media accounts in a local government setting	Desirable	A
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period	Essential	A

Knowledge:	Essential / Desirable	Measured by
Interest in and desire to support entrepreneurs and small and medium-sized enterprises of diverse backgrounds	Essential	A/I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an office environment and within a team	Essential	A/I

Experience of working with a wide variety of internal and external customers	Essential	A/I
Relevant senior administrative or project support experience	Essential	A/I
Experience in local government or other public sector environment	Desirable	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
A degree or equivalent	Essential	A/D

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	Primary work base:	Northamptonshire Central Library
Job family band:	5	Worker type:	Part-flexible
Salary range:	£29,060 - £30,712	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

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.

