

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Business Support Officer (Housing Options)**

Housing & Communities, Communities and Opportunities  
Directorate

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'.



West  
Northamptonshire  
Council

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 deliver efficient and effective administrative services within the Housing and Communities service area to support service users, and service management in the delivery of homelessness and temporary accommodation functions.

## **Accountable to:**

To role is accountable to service managers and Heads of Service within the Housing and Communities service area. The role sits within Housing and Communities Services, part of the Communities and Opportunities Directorate in West Northamptonshire Council

## **Responsibilities:**

1. To deliver a full range of administrative functions including word processing, filing, and recording systems and dealing with telephone enquiries/complaints in the provision of an efficient and effective Service and having regards with dealing sensitively with issues in relation to vulnerable individuals. Ensure information provided to families is accessible and translated where necessary.
2. Deal with all enquiries including managing mailboxes across the Service, from customers and partners by taking ownership of and resolving enquiries.
3. Maintain and input data into a range of databases/spreadsheets to support the Service in completion of government statistical returns and to monitor performance.
4. To support the Service Manager with monitoring complaints and responses and allocating to appropriate officers within the Service.
5. Using the Council's Financial Management System (ERP Gold) to raise orders, check invoices for accuracy and receipt goods. Obtain quotes for goods and services required in line with the Council's Procurement Policy.
6. Assisting with the management, collation and monitoring of customer satisfaction across the resettlement schemes.
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 organisational, communication and presentation skills	Essential	A/T/I
Customer focused approach and the ability to converse at ease with customers and provide advice is a requirement of the post.	Essential	A/T/I
Ability to work under pressure with minimum supervision and to balance competing priorities	Essential	A/T/I
Ability to accurately input and extract information from Systems and spreadsheets.	Essential	A/T/I
Be organised with ability to meet targets and deadlines.	Essential	A/T/I
Good written and numeracy skills.	Essential	A/T/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Computer literate (all applications of Microsoft Office or equivalent).	Essential	A/T/I
Good knowledge of data quality and data protection issues.	Essential	A/T/I
Understanding and knowledge of local government, including its legal, financial, social and political context.	Desirable	A/T/I

Relevant experience:	Essential / Desirable	Measured by
Significant experience of administration duties.	Essential	A/T/I
Experience of working with a wide variety of internal and external customers.	Essential	A/T/I
Used to dealing with more than one issue at once.	Essential	A/T/I
Collating & analysing statistical data	Essential	A/T/I
Public sector working	Desirable	A/T/I
Ability to evidence delivery of consistently good standards of customer experience.	Desirable	A/T/I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE or equivalent in English Language and Maths (minimum grade C or level 4).	Essential	A/T/I
Educated to 'A level' (or equivalent) standard, with evidence of continuous professional development.	Desirable	A/T/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:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Regulatory and Technical	<b>Worker type:</b>	Part-Flexible
<b>Salary range:</b>	£26,258-£27,103	<b>Budget responsibility:</b>	Nil
<b>People management responsibility:</b>	Nil		

### Working conditions & how we work:

*[Manager please highlight if the work involves Regular manual handling, Working at height, Rotating shift work, Driving HGV or LGV for work]*

*[How we work: Manager please add some context around how the role can be carried out]*

For example: We are open to discussions about flexible working.

*[You should also add some context around the worker type, see worker type descriptions [here](#)]*

For example: This role has been identified as a part-flexible worker type, this means that you will be able to worker 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.

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

# 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.

