

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Business Support Officer

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.



West  
Northamptonshire  
Council

### **Purpose and impact:**

To provide a high level of flexible administration and business support to the Community Safety, Engagement and Resettlement Team (Team), by supporting the Community Safety, Engagement and Resettlement Senior Business Support and Events Coordinator to ensure the efficient running of the Team. This role is varied and wide ranging. You need to have experience in a basic range of administration and business support procedures and also be able to take on wider business support roles, for example, assist, host, or help organise events.

### **Accountable to:**

*This role is accountable to the Senior Business Support and Events Coordinator. The role sits within the Community Safety, Engagement and Resettlement Team (Team) which is part of the Communities and Opportunities Directorate.*

### **Responsibilities:**

*The main responsibilities of this role are:*

1	Provide a wide range of administration and business support to the Team and undertake projects and event work as directed by the Senior Business Support and Events Coordinator.
2.	Assist in the development and maintenance of business processes to support management and ensure the efficient running of the Team.
3.	Arrange internal, inter-agency and inter-departmental meetings, including note taking / minuting and preparing Agenda's.
4.	On instruction, raise purchase orders, invoices, payments and journals for the Team via ERP Gold (the Council's Finance System).
5.	Manage and respond to a variety of correspondence including letters, emails and general enquiries / inboxes.
6.	Manage the administrative elements of any recruitment process or projects for managers.
7.	Collate monthly, quarterly and annual performance monitoring statistics and KPIs.
8.	Keep the website and directories up to date, as directed by managers, and by requests for change to the Web and Innovation Team.
9.	Initiate and build good working relationships with colleagues and other professionals to deliver the service required.
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 including ERP Gold and Recruitment Hub.
11.	Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

12.	Demonstrate awareness and understanding of other people's behavioral, 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 excellent communication skills, both written and verbal with the ability to exchange information in a tactful and diplomatic manner and to communicate effectively at all levels.	E	A, I,
Accuracy and attention to detail.	E	A, I
Able to prioritise own workload and cope well under pressure to meet deadlines.	E	A, I
Is courteous and effective when dealing with people, with the ability to build and maintain good working relationships with colleagues and customers to deliver a good service.	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, Outlook etc.) or willingness to undertake training during the probation period.	E	A, I

Knowledge:	Essential / Desirable	Measured by
Appropriate level of data protection security and confidentiality awareness.	E	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	E	A, I
Knowledge of internal systems used such as ERP Gold, Recruitment Hub, Microsoft Teams	E	A, I
Knowledge of WNC policies & procedures.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a busy administrative role.	E	A, I
Demonstrate experience of arranging, supporting and minuting meetings to a high standard.	E	A, I

Experience of using finance and financial systems.	D	A, I
Experience of supporting senior managers.	D	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Able to demonstrate a good level of general education equivalent to GCSE standard in English and Maths grade A-C	E	A
NVQ Level 2 or equivalent in a relevant subject or experience in administrator work	E	A
NVQ Level 3 Business Administration	D	A

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>	BA03	<b>Worker type:</b>	Part Flexible
<b>Salary range:</b>	£26,258 - £27,103	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	N/A		

## Working conditions & how we work:

*This administrative role has been allocated a worker type of 'part flexible' which means the worker will be expected to work from a range of locations including The Guildhall (the office base), travelling to and working remotely from other locality premises and working remotely 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.

**“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.

