

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Highways Business Support Officer

Highways & Transport Service WNC, Place and Economy

### 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'.

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:**

To deliver comprehensive and effective support to all aspects of business associated with the team and provide project support across the Transport Strategy and Development service. To use all accounting software and systems to deliver financial requirements such as invoicing and performance reporting. To assist with management and improvement of financial systems to support delivery of Section 38 Highway Adoption, Advanced Payment Code, and Section 278 Highway Agreements.

## **Accountable to:**

Responsible to: Principal Engineer – Development Management

## **Responsibilities:**

1. Support projects across the Transport Strategy and Development Service, including research and report writing, and providing assistance with consultation and engagement activity.
2. Carry out financial and business support for the Team using ERP Gold and other appropriate software programs.
3. Coordinating and contributing to the collection, collation and upkeep of management and business systems for the Team.
4. Providing the Principal Engineer and other managers with reports and statistics relating to transport strategy and development activity.
5. Identify opportunities to improve and/or simplify processes and seek to remedy these through improved processes, improved compliance or coaching
6. Assist with updating and improving Highway Technical Standards and Guidance and other internal guidance documents.
7. Assist with delivering Road Adoption, Advanced Payment Code and Highway Agreement processes
8. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
10. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
11. 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.
12. 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,
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. 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.

<b>Skills and abilities:</b>	Essential / Desirable	Measured by
Excellent self-organisation and time management skills	Essential	A/I
Ability to achieve deadlines under pressure	Essential	A/I
Good written and verbal skills with the ability to gather and analyse technical information	Essential	A/I
The ability to deliver presentations to a wide variety of stakeholders	Essential	A/I
Must be conscientious, self-motivated, with the ability to work with minimal supervision	Essential	A/I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

<b>Knowledge:</b>	Essential / Desirable	Measured by
Understanding of budget management including responsibility for financial planning	Essential	A/I

<b>Relevant experience:</b>	Essential / Desirable	Measured by
Experience of problem solving and decision making	Essential	A/I
Experience of producing plans and reports to meet organisational objectives	Essential	A/I
Experience of working on a variety of IT databases, providing statistics, data and reports in a variety of formats	Essential	A/I
Proven experience working with data protection and retention of documents	Essential	A/I
Experience of working unsupervised/independently	Essential	A/I
Experience of organising meetings and arranging training Events	Essential	A/I
Experience of working within a Local Government Highways Department	Desirable	A/I

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
Numerate and Literate to A-C in Maths and English GCSE Equivalent	Essential	A
Degree level or equivalent NVQ qualification or proven relevant experience of supporting business processes	Essential	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>	Northampton
<b>Job family band:</b>	Business Administration 4	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£24,448	<b>Budget responsibility:</b>	0
<b>People management responsibility:</b>	0		

### Working conditions & how we work:

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.

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

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)



# 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.

