

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## High Needs Finance Coordinator

Children & Young People's Service, People 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 provide administrative and finance support to ensure that the High Needs Panel process is implemented and run, in line with the terms of reference.

To provide administrative and finance support to ensure appropriate level of High Needs funding is paid to education providers.

To maintain and update High Needs functions within Capita ONE to record data and provide management and financial information.

## **Accountable to:**

This role is accountable to the High Needs Funding Manager Customer Services Manager, responsible for the direct line management of four finance coordinator / Administrators. The role sits within Education Health Care Team, part of the People Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. To provide administrative and financial support to ensure that the monthly cycle of processes are undertaken to prepare for, run and deliver outcomes from, High Needs funding panel in line with the terms of reference. To include panel set up, compiling of panel documents and preparation of decision sheets and letters.
2. To provide specialist financial support to education providers – to include advice and guidance regarding payment of high needs funding, calculation of appropriate level of funding, maintain records and to assist with processing accurate payments to education settings, in a timely fashion, and to meet monthly deadlines.
3. To provide specialist administrative and financial support in relation to alternative provision placements to include maintenance of forecast spreadsheets, ensuring prompt payment for services, providing management and financial information.
4. To assist with responses to wide ranging and complex funding issues and queries arising from the Authority's school funding arrangements, sometimes requiring above average levels of tact, diplomacy and courtesy.
5. To ensure that High Needs functions within Capita ONE are accurately maintained and updated to provide financial and management information to support efficient service delivery.
6. To assist with the development of systems and processes to deliver financial commitments arising from the High Needs Funding process and the introduction of Education, Health and Care Plans and Personal Budgets.
7. To provide business administration support to meet other team functions and responsibilities as required. To include using ERP to raise purchase orders and invoices.
8. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

9. 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.
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.

**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

## 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>   | <b>Essential / Desirable</b> | <b>Measured by</b> |
|--|------------------------------|--------------------|
| Able to assimilate, understand and help to deliver complex administrative and financial processes  | Essential                    | A, I               |
| Able to use initiative and prioritise work to meet deadlines   | Essential                    | A, I               |
| Good customer service skills, both written and verbal. Able to resolve queries in a professional manner  | Essential                    | A, I               |
| Ability to maintain an absolute level of confidentiality   | Essential                    | A, I               |
| Good eye for detail, methodical and accurate in input and keying skills  | Essential                    | A, I               |
| Adaptable and enthusiastic who enjoys working as part of a busy team   | Essential                    | A, I               |
| Able to embrace change as systems and processes develop to improve service delivery  | Essential                    | A, I               |
| If this is a customer-facing role, spoken English fluency must be included here (refer to the guidance for managers on the English Fluency duty). Required to discuss funding arrangements with education providers. | 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>   | <b>Essential / Desirable</b> | <b>Measured by</b> |
|---|------------------------------|--------------------|
| Working knowledge of Data Protection, security, and confidentiality awareness | Essential                    | A, I               |
| Knowledge of ERP  | Desirable                    | A, I               |

| <b>Relevant experience:</b>  | <b>Essential / Desirable</b> | <b>Measured by</b> |
|--|------------------------------|--------------------|
| Experience of providing administrative and financial support for a complex business process      | Essential                    | A, I               |
| Excellent Word and Excel skills at intermediate level, developing databases and spreadsheets etc | Essential                    | A, I               |
| Using management information and preparing reports   | Essential                    | A, I               |

| <b>Education, training, and work qualifications:</b>   | <b>Essential / Desirable</b> | <b>Measured by</b> |
|--|------------------------------|--------------------|
| NVQ level 2 in relevant subject (administration, customer service, management) or equivalent experience                              | Essential                    | A, T, I            |
| Good level of Literacy and Numeracy (GCSE A-C)   | Essential                    | A, T, I            |
| Evidence of recent Continuing Professional Development and/or personal learning  | Desirable                    | A, T, I            |
| A recognised qualification at intermediate level in the use of spreadsheets and databases (Excel or Access) or equivalent experience | 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.

**Additional pre-employment checks specific to this role include.**

## Day-to-day in the role:

|  |                   |                               |               |
|--|-------------------|-------------------------------|---------------|
| <b>Hours:</b>                            | 37                | <b>Primary work base:</b>     | Office/Hybrid |
| <b>Job family band:</b>                  | WNC Band 3        | <b>Worker type:</b>           | Fixed         |
| <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 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.

|                          |  |
|--------------------------|--|
| <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.

