

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Administrator – SEND – (12 months)

Education Services

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 effective and timely administrative support to the service, acting as the first point of contact and ensuring an appropriate level of service delivery at all times in adherence to statutory procedures and timescales.

To work collaboratively with the wider administrative support team.

Accountable to:

This role is accountable to the VL Admin, Team Leader, responsible for the direct line management of 5 business support administrators. The role sits within Children's and Young People's Services, part of the People's Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide a comprehensive, confidential range of effective and transparent business support functions to the Service Teams.
2. To ensure a prompt and appropriate response is consistently given to all queries and referrals. To deal with incoming enquiries from internal and external sources as appropriate and provide a timely response.
3. To undertake data entry and maintain accurate records as required into relevant approved processes and systems such as Capita ONE to preserve a high degree of confidentiality.
4. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
5. 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 [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Competent in the use of IT packages and ability to learn new systems	Essential	Interview
Must be able to establish effective communication across myriad channels. Must have good written and oral skills	Essential	Interview

Knowledge:	Essential / Desirable	Measured by
A knowledge of working within a local government setting	Desirable	Interview
A knowledge or working within a Children's Service Environment	Desirable	Interview

Relevant experience:	Essential / Desirable	Measured by
Experience of working within a business support/administrative role	Essential	Interview
Experience of working within a fast-changing dynamic and confidential environment	Essential	Interview

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE standard or equivalent professional qualifications or business experience	Essential	Interview

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

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Band 3 WLSC PO5	Worker type:	Temporary
Salary range:	£24,758 - £25,603	Budget responsibility:	
People management responsibility:			

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 locations and when not working from an office you may be able to work remotely at 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”

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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.

