

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Brokerage 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.

### Purpose and impact:



West  
Northamptonshire  
Council

To broker care packages for social care services for both Residential, Nursing and Community based Care in accordance with the Care Act 2014 and Council policy. To act as the key contact for care providers and to manage those relationships accordingly to maximise provider engagement and care package agreements.

To provide an effective, customer focused support service to internal and external customers and act as a point of contact for colleagues and service users for queries.

To ensure an integrated approach to brokerage services through assisting with the implementation of new technologies, methodologies and processes that meet the needs of service users, partners and colleagues.

### **Accountable to:**

The Brokerage Officer will be line managed by the Brokerage Team Leader, the Brokerage Team sits within the Adult Services Service Area that is in the Peoples Directorate in West Northants Council.

### **Responsibilities:**

For example: To meet with internal stakeholders to present, analyse and review their people data, ensuring they understand the data produced and can easily utilise this for service development and improvement.

1. Responsible for the prompt and accurate brokering of care packages, ensuring financial regulations and statutory obligations are met through internal governance.
2. To broker cost effective care packages through innovate and adaptable processes, putting the service users' outcomes at the heart of the service that is delivered.
3. Investigate, respond to and resolve service requests and queries ensuring operational service priorities are met through ownership, adhering to agreed service standards, legislation and guidance and according to operational procedures. Escalate any complaints and potential safeguarding issues in accordance with the relevant procedures.
4. Take responsibility and ownership on areas of the service where improvements could be made. Recognising and adapting to the changing needs of the service by making recommendations and implementing agreed changes to improve efficiency and the service provided.
5. Support system implementations including conducting system testing and delivering training to staff on new system processes.
6. Work as part a team supporting your colleagues. Provide training to new Brokerage Officers as and when required to ensure high levels of standards are met.

7. Work collaboratively on projects that support developments and improvements for the Brokerage service in a professional and positive way.
8. Manage own workload, processing high quality information / data accurately and in a timely manner, ensuring that case notes are made and recorded to a high standard.
9. Embed customer service excellence within the team through contributing to the design of customer focussed processes, active participation in one-to-one meetings / the PADP process and own behaviours.
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.

### 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>
High level of numeracy and literacy. Ability to write clear and concise reports	Essential	A, I
Ability to influence and negotiate with care providers around care need and cost of care in order to deliver the best outcomes.	Essential	A, I
Ability to understand and interpret national legislation, policies and guidance and to ensure processes remain compliant with national requirements	Essential	A, I
Ability to process data and financial information related to the Brokerage Service to support the production of management reports	Essential	A, I
Ability to work with internal and external stakeholders, in particular vulnerable adults and care providers.	Essential	A, I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> 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>
Knowledge of the Care Act 2014 relating to commissioning activities	Desirable	A, I
Excellent IT skills with good knowledge of Microsoft Office applications	Essential	A, I
Knowledge of social care processes, including strengths based working	Essential	A, I
Knowledge of care markets and how they operate, ideally for social care services	Essential	A, I

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Experience of working independently scheduling and prioritising own work to meet service requirements	Essential	A, I
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills	Essential	A, I
Experience of working in a customer focused role in a fast paced environment	Essential	A, I

<b>Safeguarding (include for roles working with children/vulnerable adults) :</b>	Essential / Desirable	Measured by
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential	A, I
Demonstrate an understanding of the safe working practices that apply to this role.	Essential	A, I

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
Educated to GCSE level, NVQ Level 4 or experience gained in a similar or related working environment	Essential	A, I
Business & Administration or Finance	Essential	A, 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>	26	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	WNC Band 05	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£31,324 - £33,017	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

## 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.

