

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Support Assistant

Public Health

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:

The overall purpose of this post is to provide administrative support to public health commissioning services. The post holder will ensure that commissioning and quality assurance colleagues are supported in maintaining and delivering internal and external services to the required service levels.

Accountable to:

The role is accountable to the Business Manager but supports the wider commissioning team in general. The role sits within the Business Support Team, which is part of Public Health and is within the People Directorate in West Northamptonshire Council.

Responsibilities:

1. Accurately maintain a wide range of manual and digital records/management information in relation to public health commissioned services.
2. Provide administrative support to commissioning managers and for the wider team, including organising and supporting meetings by providing note taking where necessary, to ensure service standards are met.
3. Generation and collation of monitoring information and resources for quality assurance purposes.
4. Acting as a key point of contact for Public Health queries from internal colleagues and service providers and where appropriate, answering telephone enquiries for the wider public health team, as well as signing in visitors.
5. Input into the ERP Gold finance system, raising and monitoring orders and invoices and providing general support to the team in using the system.
6. Sort, refer and, under guidance, respond to correspondence received for the public health team.
7. Participate in team development activities and assist less experienced colleagues to support the achievement team performance and development objectives.
8. 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.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. 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.

Skills and abilities:	Essential / Desirable	Measured by
Ability to act on own initiative, scheduling own work to meet supervisory requirements.	E	A, I
High level of interpersonal skills, with good written and verbal communication skills including telephone skills.	E	A, I
Ability to deal with member of the public with patience, courtesy and professionalism.	E	A, I
Ability to minute meetings, with accurate notes being taken	E	A, I
Ability to manage own day to day workload with conflicting priorities through behaviours, prioritisation and efficient working methods.	E	A, I
Be willing to be flexible dependent on work needed.	D	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I

Knowledge:	Essential / Desirable	Measured by
Good understanding/knowledge of Excel.	E	A, I
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
Able to demonstrate a clear understanding of the commitment to Health & Safety and a willingness to undertake training to enable implementation of procedures.	E	A, I
Able to demonstrate understanding of public health areas of responsibility and functions.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of using financial systems with good understanding of raising purchase orders, invoices and credit notes.	E	A, I
Experience of working in an office setting	D	A, I
Experience of working in a Local Authority or Health orientated role	D	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Able to demonstrate a good level of general education equivalent to GCSE standard. English and Maths Grade A-C/4 and above.	E	A, I

NVQ Level 2 or equivalent in a relevant subject AND/OR proven experience in Administration.	D	A, I
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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:

Hours:	37	Primary work base:	One Angel Square
Job family band:	BA02	Worker type:	Fixed
Salary range:	£26,083-£26,495	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

WNC operates around a flexible working ethos and therefore we are open to discussions about flexible working arrangements if applicable.

This role has been identified as a fixed worker type, this means that you will be expected to work from a fixed working location for at least three days per week with the possibility of either working from another venue on occasions or working remotely (including working 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.

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”

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.

