North Northamptonshire Council

Senior Business Support Officer

Salary:	£30,023 - £31,015
Pay Band:	NNCBAND03
Working Hours:	37 hours per week
Service Area:	Adult Social Care
Responsible to:	Team Manager

Main Purpose

Lead, manage and support the business process of the Adult Social Services Customer Pathway within your responsible teams. To deliver and support high-quality standards in relation to the business cycle, information systems, data recording and health and safety within team service areas.

Role Responsibilities

- Provide complete, proactive administrative support to the work and financial systems within the Customer Pathway in accordance with North Northamptonshire Council regulations and guidelines, to achieve security and maximise income.
- Arrange, support and minute various meetings as and when required.
- Organise and assist in the development and maintenance of business processes to support operational staff and efficient service delivery.
- Provide and procure specific training sessions for business support staff within the Customer Pathway to raise awareness and knowledge, thereby contributing to the quality-of-service delivery.
- Maintain on a day-to-day basis the office equipment, information technology and office systems to ensure effective services.
- Participate in the recruitment and induction of business support staff in the Customer Pathway and facilitate their integration into the workplace.
- Monitor business processes and budgets and liaise with Team Managers as appropriate, thereby assisting in meeting budgetary and organisational targets.
- Ensure the record and data management systems within the Customer Pathway are maintained to a high standard to enable staff to carry out their duties effectively and ensure customers experience a high-quality service.
- Support the implementation and use of Information Technology to increase the effectiveness and efficiency of the Customer Pathway structure.
- Provide an efficient response to requests to protect the property of clients in line with statutory requirements.
- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Ensure that reasonable care is taken at all times 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.
- Be responsible for the care and maintenance of furniture and equipment, following Health and Safety procedures at all times.

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.

Safeguarding Commitment

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.

North Northamptonshire Council

Person Specification - Senior Business Support Officer

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Good GCSE level or equivalent in English and Maths.	NVQ Level 3 or equivalent experience in administration
Experience and Knowledge	Experience of using IT systems including Word and databases. Understanding of office environments, record maintenance/management and financial systems sufficient to devise and improve administrative systems.	Experience of working in a busy office environment. Experience in business writing skills (reports, minutes etc). An understanding of and commitment to Health and Safety. Previous experience as a supervisor.
Ability and Skills	IT skills and proficient in the use of Microsoft Office applications. Demonstrate effective supervisory skills. Demonstrate good written and verbal skills including telephone communication. Ability to maintain a high level of accuracy and attention to detail with ability to produce well-presented documents. Able to plan and allocate work effectively and efficiently. Able to meet deadlines and work in an organised manner. Ability to travel effectively to different locations.	Demonstrate experience of arranging, supporting and minuting meetings.

Equal Opportunities

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Safeguarding

Demonstrate an understanding of the safe working practices that apply to this role.

Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

North Northamptonshire Council

Our Values and Behaviours

Our values define who we are and how we operate, by forming the foundation for how we interact with our customers, colleagues and provide our services. They are also at the forefront of our decision making and delivery and include:



Our Key Commitments

Our key commitments help ensure that the priorities we make, now and in the future, maintain the necessary breadth of focus in those areas that we believe matter most.

Our key commitments are:

- **Active, fulfilled lives:** We will help people live healthier, more active, independent and fulfilled lives.
- **Better, brighter futures:** We will care for our young people, providing them with a high-quality education and opportunities to help them flourish.
- **Safe and thriving places:** We will enable a thriving and successful economy that shapes great places to live, learn, work and visit.
- **Green, sustainable environment:** We will take a lead on improving the green environment, making the area more sustainable for generations to come.
- **Connected communities:** We will ensure our communities are connected with one another, so they are able to shape their lives and the areas where they live.
- **Modern public services:** We will provide efficient, effective and affordable services that make a real difference to all our local communities.

Why choose us?

We offer a fantastic working environment including diverse and active staff networks, great flexible working opportunities and well as many other benefits, you will:

- Receive a generous annual leave allowance.
- Have access to our Employee Assistance Programme which offers a confidential service for employees and their families 24 hours a day / 7 days a week. The programme provides expert advice and counselling in areas such as finances, family and personal problems, work issues, health related problems, childcare and consumer rights.
- Join the Local Government Pension Scheme (LGPS), which is a tax approved occupational pension scheme with a generous employer contribution rate, immediate life cover and ill-health protection. Benefits are based on the length of your membership and final salary.

We are proud to be a recognised Disability Confident Employer and is committed to providing an inclusive recruitment process and will offer an interview to disabled applicants who meet the essential criteria for the role.