Job description and person specification

**Business Support Officer (Housing Options)**

Housing & Communities, Communities and Opportunities 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.

# **Purpose and impact:**

To deliver efficient and effective administrative services within the Housing and Communities service area to support service users, and service management in the delivery of homelessness and temporary accommodation functions.

# **Accountable to:**

To role is accountable to service managers and Heads of Service within the Housing and Communities service area. The role sites within Housing and Communities Services, part of the Communities and Opportunities Directorate in West Northamptonshire Council

# **Responsibilities:**

1. To deliver a full range of administrative functions including word processing, filing, and recording systems and dealing with telephone enquiries/complaints in the provision of an efficient and effective Service and having regards with dealing sensitively with issues in relation to vulnerable individuals. Ensure information provided to families is accessible and translated where necessary.
2. Deal with all enquiries including managing mailboxes across the Service, from customers and partners by taking ownership of and resolving enquiries.
3. Maintain and input data into a range of databases/spreadsheets to support the Service in completion of government statistical returns and to monitor performance.
4. To support the Service Manager with monitoring complaints and responses and allocating to appropriate officers within the Service.
5. Using the Council’s Financial Management System (ERP Gold) to raise orders, check invoices for accuracy and receipt goods. Obtain quotes for goods and services required in line with the Council’s Procurement Policy.
6. Assisting with the management, collation and monitoring of customer satisfaction across the resettlement schemes.
7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. 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.

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| **Skills and abilities:** | Essential / Desirable | Measured by |
| Excellent organisational, communication and presentation skills | Essential | A/T/I |
| Customer focused approach and the ability to converse at ease with customers and provide advice is a requirement of the post. | Essential | A/T/I |
| Ability to work under pressure with minimum supervision and to balance competing priorities | Essential | A/T/I |
| Ability to accurately input and extract information from Systems and spreadsheets. | Essential | A/T/I |
| Be organised with ability to meet targets and deadlines. | Essential | A/T/I |
| Good written and numeracy skills. | Essential | A/T/I |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A/T/I |

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| **Knowledge:** | Essential / Desirable | Measured by |
| Computer literate (all applications of Microsoft Office or equivalent). | Essential | A/T/I |
| Good knowledge of data quality and data protection issues. | Essential | A/T/I |
| Understanding and knowledge of local government, including its legal, financial, social and political context. | Desirable | A/T/I |

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| **Relevant experience:** | Essential / Desirable | Measured by |
| Significant experience of administration duties. | Essential | A/T/I |
| Experience of working with a wide variety of internal and external customers. | Essential | A/T/I |
| Used to dealing with more than one issue at once. | Essential | A/T/I |
| Collating & analysing statistical data | Essential | A/T/I |
| Public sector working | Desirable | A/T/I |
| Ability to evidence delivery of consistently good standards of customer experience. | Desirable | A/T/I |

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| **Education, training and work qualifications:** | Essential / Desirable | Measured by |
| GCSE or equivalent in English Language and Maths (minimum grade C or level 4). | Essential | A/T/I |
| Educated to ‘A level’ (or equivalent) standard, with evidence of continuous professional development. | 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 *[delete if not applicable]***:

*[For example. Basic Disclosure , Standard Disclosure and Barring Service check , Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Prohibition from Teaching, Professional Registration, Non police personnel vetting, Disqualification from Caring]*

# **Day-to-day in the role:**

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| **Hours:** | 37 | **Primary work base:** | Abbey Building, Daventry & The Forum, Towcester |
| **Job family band:** | Business Administration | **Worker type:** | Part-flexible |
| **Salary range:** | £24,758 – 25,603 | **Budget responsibility:** | none |
| **People management responsibility:** | none |  |  |

**Working conditions & how we work:**

*[Manager please highlight if the work involves Regular manual handling, Working at height, Rotating shift work, Driving HGV or LGV for work]*

*[How we work: Manager please add some context around how the role can be carried out]*

For example: We are open to discussions about flexible working.

*[You should also add some context around the worker type, see worker type descriptions* [*here*](https://wnugov.sharepoint.com/sites/WNC-HR/SitePages/Worker-Types.aspx)*]*

For example: This role has been identified as a part-flexible worker type, this means that you will be able to worker 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.

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| **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”**

