

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Business Support Officer

Family Hubs, People 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:

As part of the Family Hub team, this role will support the implementation of the family hub programme across West Northamptonshire; bringing together services and partners to ensure that children, young people, and families receive the right support at the right time.



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As well as being customer focused with a drive to support individuals and families you will provide administrative support to the Family Hub service; the Family Hub programme aims to support to children, young people (0 – 19 and 25 if SEND) and their families through the delivery of a programme of support and early help services, this in turn will improve outcomes for children whilst driving down demand and requirement for statutory services, through an integrated Family Hub model delivering across Local Area Partnership areas.

Accountable to:

This role is accountable to the Business Manager. The role sits within Family Hubs, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide a comprehensive, confidential range of effective and transparent administrative functions to the Family Hub team.
2. To ensure a prompt and appropriate response is consistently given to all queries and referrals from both internal and external sources.
3. Monitor various inboxes and deal with incoming data/referrals, produce letters and reports ensuring adherence to reporting timescales.
4. To undertake data entry and maintain accurate records as required into relevant approved processes and systems ensuring and preserving a high degree of confidentiality.
5. Meet and greet families and partners in the Family Hubs making them feel welcome. Introduce families to the Family Hub programme and activities and encourage participation and engagement.
6. Support the team to develop and plan a programme and timetable of activities and provide administrative support to ensure all resources are engaging and accessible to families.
7. Co-ordinate training events/courses/parenting programmes both face to face and by using various online systems.
8. To maintain systems and assist in developing processes to ensure effective administrative and service delivery is always provided, including during the absence of other team members.
9. 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 Family hub network or outreach venue.
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.

Skills and abilities:	Essential / Desirable	Measured by
Must be able to establish effective communication across myriad channels. Must have good written and oral skills	E	I/A
Courteous and effective manner when dealing with people. Exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels.	E	I/A
Demonstrate the ability to work independently and use initiative, with good organisational skills to manage workload and adjust priorities as required.	E	I/A
Ability to ensure confidentiality is maintained in all aspects of the role and have the ability to act with integrity and discretion.	E	I/A
Regularly demonstrates a positive attitude and is customer focused, ensuring that the needs of our customers are maintained and managed appropriately.	E	I/A
Ability to demonstrate awareness / understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.	E	I/A
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A
Ability to establish strong working and effective relationships across numerous stakeholder groups	E	I/A
An ability and interest for working with children, young people and in a family environment	E	I/A
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/T/I

Knowledge:	Essential / Desirable	Measured by
A knowledge of working within local government.	D	I/A

Relevant experience:	Essential / Desirable	Measured by
Experience of working with a fast changing, dynamic environment	E	I/A
Previous experience of working within a business support or administrative role, carrying out a variety of clerical tasks.	E	I/A

Experience of working in a team, supporting colleagues and working with others to deliver a service.	E	I/A
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Education, training and work qualifications:	Essential / Desirable	Measured by
Able to demonstrate a good level of general education to GCSE standard included Maths and English, Grade C or above.	E	A, I, D

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

Day-to-day in the role:

Job family & salary band:	Family Hubs WNC Band 3	Worker type:	Fixed
People management responsibility:	N/A	Budget responsibility:	N/A

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a fixed worker type, this means that you will be based at the Family Cub Centre for the most part of the role with occasional travel to other operational sites.

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."

Should you require this document in another format or language, please
contact: Careers@westnorthants.gov.uk

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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.

