

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Finance & Business Support Assistant

Call Care, 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'.



West
Northamptonshire
Council

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 manage and maintain all accounts systems for Call Care, monitoring all financial areas to ensure that the accounts are accurate and up to date for both management and our customers.
- Responsible for all purchasing for Call Care to ensure stock is available when needed to support our customers.
- To provide a quality service to all new and existing customers by processing new Telecare applications and installations and providing a timely response to customer enquiries and concerns.
- To be responsible for the management and maintenance of all Call Care and NPH Telecare stock control including both the physical stock control and also having full responsibility for the management of the stock database, including keeping up to date and accurate electronic stock records.
- To undertake a variety of administrative duties to support the leadership team and Call Care colleagues.

Accountable to:

This role is accountable to the Call Care Manager, who manages the Team Leaders, the Call Care Operators and Telecare Officers as well as the responder service.

This role sits within Call Care, Safeguarding & Wellbeing Services, which forms part of the Adults, Communities and Wellbeing Directorate.

Responsibilities:

1. To use ERP gold and Microsoft Office package (including Excel) to maintain the financial database for Call Care, to accurately reflect all income & expenditure. To create and maintain all client's accounts.
2. To raise all purchase and sales orders for Call Care, enter goods receipts information and verify invoices for payment in a timely manner.
3. To create, maintain and delete customers on the Call Care database, 3rd party cloud based systems and the ERP accounts system.
4. To be responsible for all new lifeline and Telecare application processing, scheduling, and booking appointments for installations.
5. To support the Telecare team by carrying out urgent installations of Lifelines when necessary.

6. To support the Telecare team in programming and troubleshooting for NPH alarms.
7. To produce statistics and performance information on a regular basis for Management to comply with Corporate and TSA requirements and targets.
8. To carry out any other duties which fall within the broad spirit, scope, levels and purpose of this job description including undertaking any other duties commensurate with the position as designated by the line manager.
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 work alone and unsupervised	E	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.	D	A /I
Excellent verbal and written communication skills	E	A, I,
Full Driving Licence and use of a car for occasional business use	D	A, I,

Knowledge:	Essential / Desirable	Measured by
Knowledge of Data Protection Act, GDPR and its implications	D	A, I,
Knowledge of Telecare Equipment and Installations.	D	A, I,
Experience of working with Vulnerable or Elderly Customers.	D	A, I,

Relevant experience:	Essential / Desirable	Measured by
Experience working with financial accounts.	E	A, I,
Experience on ERP Gold	D	A, I,

Education, training and work qualifications:	Essential / Desirable	Measured by
Qualifications: GCSE or equivalent A to C grade Maths and English	E	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.

Additional pre-employment checks specific to this role include

Enhanced DBS check.

Day-to-day in the role:

Hours:	37	Primary work base:	The Guildhall
Job family band:	BA2	Worker type:	Part-flexible (occasional working from home days).
Salary range:	£23,947-£24,349	Budget responsibility:	NA
People management responsibility:	NA		

Working conditions & how we work:

At times you may be required to support the Telecare Team and travel to customers properties.

Whilst this role is a 37 hour role we will consider reduced hours up to 30 hrs a week.

This role has been identified as a part-flexible worker type, this means that you will be able to work from home, with authorisation up to 1 – 2 day a week.

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.

