Job description and person specification

**Household Support Fund Senior Administrator**

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:**

The Household Support Fund Senior Administrator plays a vital role in supporting the delivery of the Household Support Fund (HSF) across West Northamptonshire. The HSF is a government-funded initiative aimed at helping vulnerable households with essential costs such as food, energy, and other necessities. This role ensures that eligible residents receive timely and appropriate support, while also being signposted to longer-term or preventative services.

The post holder will provide high-quality administrative and technical support, including managing applications, responding to resident queries, and maintaining accurate records. The role requires confident use of digital tools such as Excel and Power Automate to streamline processes and support data-driven decision-making.

By enabling efficient distribution of funds and clear communication with residents, the Senior Administrator contributes directly to improving health and wellbeing outcomes in the community, ensuring that internal and external services are maintained and delivered in accordance with wider council and team processes.

# **Accountable to:**

This role is accountable to the Public Health Practitioner, within the Healthy Places Team responsible for the delivery of the Household Support Fund in West Northamptonshire. The role sits within Public Health, part of the People Directorate in West Northamptonshire Council.

# **Responsibilities:**

1. Manage and process applications for Household Support Fund (HSF)—a government initiative providing financial support to vulnerable households in West Northamptonshire. This includes assessing eligibility, ensuring accurate data entry, and maintaining confidentiality.
2. Confidently use Excel and Power Automate to manage application workflows, including filtering, searching, conditional formatting, and running automated scripts. Power BI experience is desirable for reporting and analysis.
3. To use a high level of communication skills to influence, motivate and drive behavioural change. Respond to resident queries via email and telephone, often involving sensitive or emotive discussions. Clear, empathetic communication and an understanding of Health Literacy principles are essential.
4. Signpost residents to alternative or additional support services, requiring knowledge of local and national resources that offer long-term, sustainable, or preventative help.
5. Analyse historical data and patterns to support decision-making, requiring strong problem-solving skills and attention to detail.
6. Support reporting processes with strong maths and finance skills, ensuring accuracy and clarity in presenting data to internal stakeholders.
7. To manage the maintenance and accuracy of computerised records/management information systems, ensuring data integrity and compliance with data protection legislation.
8. Initiate and maintain a wide range of positive professional relationships with colleagues, internal and external providers to deliver the service to required standards.
9. Support colleagues and team members to support the achievement of individual and team performance and development objectives.
10. 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 West Northants Council/Public Health.
11. Uphold the Public Health core values and HR policies promoting a culture of high performance and continuous performance that values learning and commitment to quality.
12. 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.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. 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 |
| Able to work on own initiative, seeking advice when appropriate | E | A, I |
| Able to be flexible and adapt to change. | E | A, I |
| Ability to manage own day to day workload with conflicting priorities through behaviours, prioritisation and efficient working methods. | E | A, I |
| High level of interpersonal skills Good written and verbal communication skills including telephone skills | E | A, I |
| Able to work under pressure, achieve deadlines | E | A, I |
| Willingness to acquire new skills | E | A, I |
| Strong IT and keyboard skills | 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. | E | A, I |

|  |  |  |
| --- | --- | --- |
| **Knowledge:** | Essential / Desirable | Measured by |
| Understanding of business administration processes | E | A, I |
| Understanding of data protection legislations and aware of data protection, security and confidentiality. | E | A, I |

|  |  |  |
| --- | --- | --- |
| **Relevant experience:** | Essential / Desirable | Measured by |
| Extensive administrative experience | E | A, I |
| Experience of working at a Senior Administrator Level | E | A, I |
| Previous Experience of working in a busy office based role | E | A, I |
| Supervisory experience | D | A, I |

|  |  |  |
| --- | --- | --- |
| **Education, training and work qualifications:** | Essential / Desirable | Measured by |
| Educated to NVQ Level 3 or equivalent in Business Administration or another relevant subject. | E | A, I |
| Able to demonstrate a good level of general education equivalent to GCSE standard in English and Maths Grade A-C | 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.

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Hours:** | 37 | **Primary work base:** | One Angel Square |
| **Job family band:** | BA04 | **Worker type:** | Fixed |
| **Salary range:** | £28,716 | **Budget responsibility:** | N/A |
| **People management responsibility:** | Will directly supervise Public Health Administrator role | |  |

**Working conditions & how we work:**

This role has been identified as a fixed worker type, this means that you will be able to expected to work from a fixed place of work for a minimum of 3 days per week but you may also be required to work in other locations. There may also be the opportunity to work from home for the remainder of the time.

# **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”**

