

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Support Team Leader

Central Business Support Team, Chief Executive Office

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.



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Purpose and impact:

To provide comprehensive administrative support to the organisation and to lead on a number of administrative projects and tasks as guided by the central business support team programme of work.

To take full ownership of a varied range of support tasks from different service areas including data input, recruitment, financial tasks, event planning, communications, note-taking, and grant funding applications.

To manage, support and develop a team of business support professionals, ensuring that they deliver their administrative duties to a consistently high standard.

Accountable to:

This role reports to the Head of Chief Executive Office and is responsible for the direct line management of 5 individuals, including 2 apprentice posts.

The role sits within the Chief Executive Directorate in West Northamptonshire Council.

Responsibilities:

1. Manage, support, and develop a team of business support professionals, ensuring that they deliver their administrative duties to a consistently high standard. To support colleagues within the central business support team with queries and concerns, development, and best practice. Carry out VIP conversations, ensure performance standards for the service are consistently met and that any necessary training is scheduled in and delivered.
2. To lead on tasks assigned by the Head of Chief Executive Office through the central business support work programme. This could be in the form of project work, general administrative duties, and team development tasks.
3. To act as the link between the Head of Chief Executive Office and the central business support team. To regularly report back on progress with the annual programme of work and escalate any concerns as necessary.
4. To be the first point of contact for any queries relating to the work assigned to the central business support team, and to liaise with colleagues across the organisation to ensure that work is delivered on brief and within the required timescales.
5. To liaise with members of the public and key stakeholders as required by the tasks set through the work programme, maintaining confidentiality, and following GDPR regulations. Maintain and develop positive relationships with these groups.
6. To ensure that systems are maintained and assist in developing processes to ensure effective business support and service delivery is provided at all times.
7. To ensure that the central business support team delivers a high level of Customer Service both within and outside of the Council.
8. To support the Council's emergency planning arrangements by providing logistical support as required.
9. 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.

10. To 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. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

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 lead and work as part of a multidisciplinary team, establishing good working relationships at all levels.	E	A, I
Demonstrate the ability to work independently and use initiative.	E	A, I
Ability to demonstrate good communication skills both orally and written.	E	A, I
Confident using and developing effective administration and support systems.	E	A, I
Courteous and effective manner when dealing with people. Exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels.	E	A, I
Regularly demonstrates a positive attitude and is customer focused, ensuring that the needs of our customers are maintained and managed appropriately.	E	A, I
Ability to ensure confidentiality is maintained in all aspects of the role and have the ability to act with integrity and discretion.	E	A, I
Ability to deal with conflicting priorities and prioritise where required.	E	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.	E	A, I
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
Knowledge of a wide range of IT systems including MS Outlook, Teams, Word, and Excel	E	A, I
Knowledge of local government and the services provided by the Council	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an administrative support or business support function	E	A, I
Experience of line managing, supporting, and developing, a team or individuals to succeed	E	A, I

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.	E	A, I, D
Foundation Level degree or equivalent. Business Studies, Business Administration of similar.	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.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	One Angel Square
Job family band:	WNC Band 6	Worker type:	Part-Flexible
Salary range:	£31,869 - £34,663	Budget responsibility:	None
People management responsibility:	5 individuals		

Working conditions & how we work:

We are open to discussions about flexible working.

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

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.

