

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Support Officer

Waste, Place and Economy 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.



West
Northamptonshire
Council

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.

Responsibilities:

1. To undertake a variety of administrative tasks associated with the work of the waste collection/disposal and street cleansing department based in One Angel Square/Tove Depot.
2. To provide efficient support to the waste operational team including processing of works orders and responding to service requests and customer enquiries
3. To provide general administrative support including; receiving and issuing letters and information, reconciling invoices, producing purchase orders, data entry, data reconciliation, updating files, maintaining records, handling confidential material, liaison with internal and external customers
4. To be proficient with all IT packages relevant to the department (Bartec, CXM, Jadu, ERPG, Payenet & Waste Data Flow) including interrogating and inputting information and producing reports.
5. To raise accounts, process payments and issue receipts for householders and businesses.
6. Assist the Business Waste Officer with day to day tasks.
7. To maintain records of working time, leave and other absence
8. Assist with the collection and collation of data for FOI and Data Protection enquiries and maintain data records.
9. To support project work including arranging meetings, gathering and distributing papers, gathering information and maintaining project documentation.
10. To provide efficient scanning and document management processes.
11. To order, maintain and monitor office suppliers.
12. Screen Planning applications when they are received.
13. To undertake other duties as directed from time to time consistent with the responsibilities and grading of the post.
14. 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.
15. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

16. 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
Excellent customer care skills.	Essential	A, I
Ability to work independently and use initiative.	Essential	A, I
High levels of accuracy and data quality.	Essential	A, I
Able to communicate well with all types of people and customers.	Essential	I
Able to organise meetings and take accurate minutes.	Essential	A
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Good knowledge of IT packages enough to use the Council's main software applications and Microsoft Office.	Essential	A, T, I, P, D
Geographical knowledge of the area to enable effective planning of work and booking of appointments.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of data reconciliation.	Essential	A, T, I, P, D
Experience of working with a wide variety of internal and external customers.	Essential	A, I
Experience of financial systems and taking payments.	Essential	A, I
Experience of compiling reports on performance.	Desirable	A, I
Experience and understanding of waste and cleansing services.	Desirable	A, I
Previous experience of Bartec, ERPG or Waste Data Flow.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
5 GCSE or equivalent including English and Maths	Essential	A, T, I, P, 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	Primary work base:	One Angel Square/Tove Depot
Job family band:	BA04	Worker type:	Part-flexible
Salary range:	£28,016 - £29,513	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

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.

