

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Business Support Officer

People Services, Safeguarding and Wellbeing

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 an efficient and confidential administrative service using a comprehensive range of systems and tools (including Word, Excel, PowerPoint, databases, and Outlook) to deliver timely and accurate information that supports independence, social inclusion, and the safeguarding of adults.

Accountable to:

This role is accountable to the Senior Business Support Officer. The role sits within Adults, Safeguarding and Wellbeing Service, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. Carry out routine administrative tasks with consistency and attention to detail, ensuring that regular processes such as data entry, document handling, and system updates are completed accurately and in line with service standards.
2. Apply problem-solving skills and professional knowledge to support the Safeguarding Hub duty function by efficiently processing incoming safeguarding referrals on a scheduled rota basis several times per week.
3. Maintain an accurate and up-to-date electronic database by inputting information provided by accountable practitioners, that allows effective case management for all Adult Social Care customers.
4. Deal with all correspondence and telephone enquires related to Safeguarding, including prioritising and taking necessary administrative action according to defined procedures in order to facilitate effective and prompt responses from practitioners in the team.
5. To maintain and support any systems including archiving, filing and electronic storage systems, that may be in use within the service to ensure effective delivery of services.
6. Support the Safeguarding of customers by reviewing data held and deadlines, and liaising with external partners, ensuring all requested reports are received on time.
7. Arrange all aspects of internal, inter-agency and inter-departmental meetings as requested and minute meetings as required whilst maintaining a high degree of confidentiality for all information handled.
8. Providing ad hoc support such as processing financial claims and payments in accordance with WNC guidelines, conducting accessibility checks on documents, responding to data requests, and correcting data errors.
9. To maintain a high degree of confidentiality for all information handled, both for internal communications and external correspondences.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. 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 [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Able to work independently and as an effective team member with minimum supervision.	Essential	A, I
Able to maintain confidentiality	Essential	A, I
Able to prioritise own workload and cope well under pressure.	Essential	A, I
Flexibility in supporting the wider team	Essential	A, I
Ability to build and maintain good working relationships with colleagues and customers to deliver the service.	Essential	A, I
Excellent communication skills, both written and verbal.	Essential	A, I
Demonstrate effective use of Office 365 (incl. Word, Excel, Outlook, Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I
Demonstrate accuracy and attention to detail.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Appropriate level of data protection, security, and confidentiality awareness.	Essential	A, I
Awareness of the role of Adult Social Care within the local authority and the local authorities statutory safeguarding duty.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of using IT systems, including Word and databases	Essential	A, I
Proven experience of handling telephone and email enquiries professionally and providing clear, accurate verbal and written responses	Essential	A, I
Experience of producing clear concise, and timely minutes, including capturing key actions and decisions	Desirable	A,
Experience of working in a busy office environment	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Able to demonstrate a good level of education equivalent to GCSE standard in English and Maths, Grade C/Level 4 or above.	Essential	A, I, D
Business Administration level 2 or 3 (or equivalent)	Desirable	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 qualification certificates.

Day-to-day in the role:

Hours: 37 per week **Primary work base:** One Angel Square

Job family band: WNC Band 3 **Worker type:** Part Flexible

Salary range: £ 26,914 - £ 27,781 **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 when not working from an office you will be working remotely for up to 2 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.

