

**WHERE  
CAREERS  
THRIVE**

**When potential  
is unlocked,  
talent *thrives***



**West  
Northamptonshire  
Council**

## **Business Support Officer – Adults**

### **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'.

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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Northamptonshire  
Council**

## **Purpose and impact:**

To work within a comprehensive range of systems to provide a responsive service to customers and ensure the provision of timely and accurate information to relevant team members in support of the Care Pathway process.

## **Accountable to:**

The role is accountable to a Senior Business Support Officer.

## **Responsibilities:**

1. Maintain an accurate computerised database with the information provided by the accountable workers on all customers of Adults and Transition to enable effective case management.
2. Maintain and support any systems that are in place, including IT, archiving, filing and electronic storage systems, that may be in use to ensure effective delivery of services.
3. Deal with all correspondence and telephone enquiries related to the Care Pathway including prioritising and taking necessary administrative action according to defined procedures in order to facilitate an effective and prompt response by care management staff.
4. Provide an efficient and confidential administrative service to enable the Care Pathway team to deliver services efficiently.
5. Support the assessment and review of customers by ensuring all requested assessments and reviews are received on time.
6. Arrange all aspects of inter-agency and inter-departmental meetings as requested including taking minutes of the meetings when required.
7. Process general financial claims and payments in accordance with WNC regulations and guidelines.
8. Maintain a high degree of confidentiality for all information handled.
9. Liaise with other staff, both internal and external, to ensure appropriate exchange of information.
10. 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.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. 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.

<b>Skills and abilities:</b>	Essential / Desirable	Measured by
Demonstrate good communication skills, both written and verbal skills	Essential	A, I
Ability to maintain a high level of accuracy and attention to detail and maintain confidentiality	Essential	A, I
Able to work independently and as an effective team member	Essential	A, I
Able to prioritise own workload and work well under pressure to meet deadlines	Essential	A, I
Ability to build and maintain good working relationships with colleagues and customers to deliver a service	Essential	A, I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I

<b>Knowledge Required</b>	Essential / Desirable	Measured by
Appropriate level of data protection, security and confidentiality	Essential	A, I

<b>Relevant experience:</b>	Essential / Desirable	Measured by
Experience of working in a busy office based role	Essential	A, I
Experience of using and maintaining a database	Essential	A, I
Experience of working with a wide range of systems	Desirable	A, I
Demonstrate experience of arranging, supporting and minuting meetings to a high standard	Desirable	A, I

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
Educated to GCSE level in English and Maths	Essential	A, D
NVQ Level 2 in Business Administration, equivalent qualification or experience in an administrative role	Essential	A, D
A typing or word processing qualification	Desirable	A, 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:

<b>Hours:</b>	37 hours	<b>Primary work base:</b>	Olympus House, Northampton
<b>Job family band:</b>	Business Administration Band 03	<b>Worker type:</b>	Fixed
<b>Salary range:</b>	£26,914 - £27,781	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

This role has been identified as a fixed worker type; this means that you will be expected to work from an office, you will not normally be working 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.

<b>T</b>	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b>	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b>	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b>	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b>	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b>	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.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# 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.

