

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Crisis and Resilience 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.



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Purpose and impact:

To provide an effective clerical, administrative, secretarial and executive support service to the Crisis Resilience Fund workstream.

To ensure 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 Crisis and Resilience Manager, within the Housing and Communities Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide business support across all strands of the Crisis Resilience Fund, acting as the first point of contact for enquiries, undertaking initial triage to ensure individuals are directed to the most appropriate support.
2. To schedule own work and manage the day-to-day caseload of Crisis Resilience Fund applications, ensuring that assessments are completed accurately, consistently and within agreed timescales.
3. Contact applicants by telephone and other communication channels to verify information, discuss circumstances and obtain any additional evidence required to assess eligibility and make an informed decision on Crisis Resilience Fund applications.
4. To contribute at a team level of monitoring resources, providing management information and providing input on policy implementation.
5. To manage and respond to the customer facing inbox in a professional and timely manner.
6. To maintain accurate records of applications, customer contact, supporting evidence, decisions and payments, ensuring compliance with council processes and audit requirements.
7. Plan, co-ordinate and implement personal diary and complex meeting schedules, provide documentation and notify attendees to ensure that business is completed within service standards and meets business requirements.
8. Support less experienced colleagues and team members to support the achievement of individual and team performance and development objectives.
9. Initiate and maintain a wide range of positive professional relationships with colleagues, internal and external providers, to deliver the service to required standards.
10. Organise and support meetings, both internal and with partners, and provide documented accounts of those meetings.
11. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other people, and to comply with the policies and procedures relating to Health and Safety within West Northants Council

12. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.
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
Excellent interpersonal and communication skills, with ability to engage sensitively and professionally with vulnerable residents and those experiencing crisis situations.	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
Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	E	A/T/I
Information & Data Handling: Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	E	A/T/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of welfare benefits and income maximisation.	D	I
Understanding of business administration processes	E	A, I
Understanding data protection legislation and awareness of data protection, security and confidentiality.	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working at a Senior Administrator Level	E	A, I
Experience of engaging with vulnerable customers using a wide range of communication channels, including telephone, to gather information, verify circumstances and make informed decisions.	E	A, I

Previous experience of working in a busy office-based role assessing a high volume of applications.	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 - £30,251	Budget responsibility:	N/A
People management responsibility:	No		

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”

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.

