

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Supplier & Contract Assistant

Digital, Data & Technology

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.

Purpose and impact:

The Supplier & Contract Team manage a portfolio of approximately 130 live DDaT contracts covering software, hardware, cloud, hosting, support and digital services with an annual budget of approximately £6m.

The post holder will maintain supplier, contract and financial information, support contract governance activities, produce reports and management information, investigate and resolve supplier and contract queries, and contribute to supplier, procurement and contract management activities across the DDaT portfolio.

The role supports effective decision-making through the provision of accurate data, meaningful reporting and analysis, identifying trends, risks, issues and opportunities for improvement. The post holder will work closely with the Supplier & Contract Analyst and Supplier & Contract Lead to support the effective management of contracts, suppliers and commercial activities whilst developing specialist knowledge of supplier, procurement and contract management practices.

Accountable to:

This role is accountable to the Supplier and Contract Lead. The role sits within the Digital, Data & Technology department, part of the Resources Directorate at West Northamptonshire Council.

Responsibilities:

1. Collate, analyse and present supplier, contract and financial information to support contract governance, service reviews, procurement activities and informed operational decision-making.
2. Maintain and interrogate contract, supplier and financial records within management systems, ensuring data accuracy, producing routine reports and management information, and identifying anomalies, issues and emerging trends for escalation where appropriate.
3. Support supplier and contract management activities including contract reviews, supplier performance monitoring, renewals, governance processes and contract administration across the DDaT contract portfolio.
4. Support procurement and contract lifecycle activities, including procurement exercises, market engagement, maintenance of contract documentation and implementation of contract management processes.
5. Provide a first point of contact for supplier, contract and commercial enquiries, responding to queries, preparing correspondence and documentation, and ensuring issues are appropriately resolved or escalated.
6. Coordinate supplier, contract and governance activities, maintaining documentation, renewal schedules, performance information, meeting records and action logs in accordance with agreed procedures and governance requirements.

7. Contribute to the continuous improvement of supplier, contract and financial management processes by identifying opportunities to enhance efficiency, compliance, reporting and data quality.
8. Ensure information governance, data protection and confidentiality requirements are maintained in relation to supplier, contract and commercial information, supporting the secure storage, management and retention of records and documentation.
9. Work collaboratively with colleagues, suppliers and stakeholders across Digital, Data & Technology, Procurement, Finance and service areas to support the delivery of an effective, customer-focused and high-quality supplier and contract management service.
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.
13. 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.

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 analyse and interpret supplier, contract and financial information, identifying trends, anomalies, issues and opportunities to support effective decision-making.	Essential	A, I
Strong analytical and problem-solving skills, with the ability to investigate issues, evaluate information, resolve queries and recommend appropriate solutions within established procedures.	Essential	A, I
Ability to produce accurate reports, management information and correspondence, presenting information clearly and effectively to a range of stakeholders using appropriate digital tools.	Essential	A, I
Ability to build effective working relationships and communicate professionally with colleagues, suppliers and stakeholders at all levels, providing a high-quality customer-focused service.	Essential	A, I
Strong organisational skills, with the ability to manage competing priorities, work under pressure, meet deadlines and adapt to changing business requirements while maintaining high levels of accuracy and attention to detail.	Essential	A, I
Ability to work independently and collaboratively, using initiative and sound judgement to manage workload, support team objectives and escalate issues where appropriate.	Essential	A, I
Ability to identify and contribute to service and process improvements, reviewing working practices and recommending enhancements to improve efficiency, compliance, reporting and data quality.	Essential	A, I
Proficient in the use of Microsoft 365 applications and business systems, including Excel, Teams and OneDrive, to maintain records, analyse information and produce reports and management information.	Essential	A, I
This is applicable to all roles in WNC: 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	Essential	A, T, I
This is applicable to all roles in WNC: 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.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of supplier, contract and records management principles, including the maintenance, accuracy and integrity of business information	Essential	A, I
Knowledge of procurement processes, policies and procedures, including the administration of contracts and suppliers	Essential	A, I
Knowledge of information governance, data protection and GDPR requirements and their application to supplier, contract and commercial information	Essential	A, I
Knowledge of financial administration processes, including purchasing, invoicing and expenditure monitoring.	Essential	A, I
Knowledge of reporting and management information techniques used to monitor supplier, contract and financial activities.	Essential	A, I
Knowledge of public sector or local government procurement and governance practices.	Desirable	A, I
Understanding of customer-focused service delivery and stakeholder engagement principles.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience using Microsoft 365 applications and business systems to maintain records, analyse information and produce reports and management information	Essential	A, I
Experience collating, maintaining and validating business, supplier, contract or financial information, ensuring high levels of accuracy and data integrity	Essential	A, I
Experience producing reports, management information or performance information to support operational activities and decision-making	Essential	A, I
Experience coordinating activities, meetings, documentation or governance processes within a structured business environment	Essential	A, I
Experience building effective working relationships with internal stakeholders, suppliers or customers, providing a professional and customer-focused service	Essential	A, I
Experience managing competing priorities, working to deadlines and maintaining quality and accuracy in a busy environment	Essential	A, I
Experience supporting procurement, supplier management, contract management or financial administration activities	Desirable	A, I
Experience working with contract management, procurement, finance or enterprise resource planning (ERP) systems	Desirable	A, I
Experience working within a public sector, local government or regulated environment	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Good general education with minimum GCSE grade 4 or equivalent including English and Maths	Essential	A, I, D
Evidence of continuous professional development	Essential	A, I, D
Administrative, business or finance-related qualification (A level/NVQ3)	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 certificates.

Day-to-day in the role:

Job family & salary band:	Band 04	Worker type:	Flexible
People management responsibility:	N/A	Budget responsibility:	N/A

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

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.

