

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Senior Administrator

**Wellbeing Service, Adult Services, People Services  
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.

### **Purpose and impact:**

To provide effective clerical, administrative, secretarial and executive support service for Wellbeing Service, ensuring service meets the needs of customers within West Northants.

To ensure that internal and external services are maintained and delivered in accordance with specified service outcomes.

### **Accountable to:**

This role is accountable to the Wellbeing Service Manager. The role sits within Adult Services, part of the Peoples Services Directorate and you will report directly to the Team Leader.

### **Responsibilities:**

1. To schedule own work and be involved in co-ordinating work from other service areas. To manage the day-to-day workload ensuring that activities are delivered within agreed timescales to deliver an effective and efficient service, whilst making decisions.
2. To use a high level of communication skills to influence, motivate and drive behavioural change.
3. To contribute at a team level of monitoring resources, providing management information and provide input on policy implementation.
4. To supervise the allocation, standard and completion of work on a wide range of documents, recommending and drafting change to support efficient service delivery.
5. To manage the maintenance and accuracy of manual and computerised records/management information systems. Initiating and implementing change to meet service standards and support business needs.
6. 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.
7. Support less experienced colleagues and team members to support the achievement of individual and team performance and development objectives.
8. Initiate and maintain a wide range of positive professional relationships with colleagues, internal and external providers to deliver the service to required standards.
9. Contribute to the effective operation of the service area with an allocated budget.

10. Contribute to the development of monitoring processes and systems.
11. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to Health and Safety within West Northamptonshire Council/Adult Services.
12. Uphold WNC core values and HR policies promoting a culture of high performance and continuous performance that values learning and commitment to quality.
13. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade 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
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
High level of interpersonal skills Good written and verbal communication skills including telephone skills	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
Understanding of data protection legislations and aware of data protection, security and confidentiality.	E	A, I
Understand the issues and challenges facing individuals accessing support and wellbeing services.	D	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.		A, I

Knowledge:	Essential / Desirable	Measured by
Able to demonstrate a clear understanding of the commitment to Health & Safety and a willingness to undertake training to enable implementation of procedures	E	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Extensive experience at Senior Administrator Level	E	A, I
Supervisory experience	E	A, I
Previous Experience of working in a busy office-based role	D	A, I

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to NVQ Level 3 or equivalent in a relevant subject.	E	D
Able to demonstrate a good level of general education equivalent to GCSE standard in English and Maths Grade A-C	E	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 per week	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	BA4	<b>Worker type:</b>	Flexible Part-flexible
<b>Salary range:</b>	£28,016 - £29,513	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	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 worker from OAS 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.

<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”**

# 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.

