

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Business Support Officer

Housing Solutions Service, Communities & Opportunities

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 comprehensive, efficient and effective business and administrative support to contribute to the performance and delivery of the Housing Solutions Service.

## **Accountable to:**

This role is accountable to the Housing Solutions Managers. The role sits within the Housing Solutions Service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

## **Responsibilities:**

For example: To meet with internal stakeholders to present, analyse and review their people data, ensuring they understand the data produced and can easily utilise this for service development and improvement.

1. To monitor and administer payment of all invoices, raising requisitions, goods receipting, raising sales orders, ensuring accuracy and that payments are made in accordance with agreed procedures.
2. To make relevant enquiries including service user engagement and generate written responses in order to gather any information and documentation required to progress casework, ensuring accurate and comprehensive records are maintained.
3. To update and maintain all financial and statistical spreadsheets for housing options including design and preparation of performance monitoring and benchmarking or research data as necessary
4. To deal with customer enquiries face to face, via email and on the telephone supporting them to complete application forms and signposting to relevant services.
5. To generate statistical reports including housing register adverts and KPI reports ensuring accuracy of data that can easily be utilised for service development and improvement.
6. Meet regularly with managers to review performance and training needs and contribute to the development of new working practices and initiatives that ensure that service priorities are met in accordance with the Council's policies and procedures.
7. To assist the housing officers with allocations, generating adverts, shortlisting in line with the allocations policy and section 106 agreements ensuring the correct nominations are submitted.
8. 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.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken 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
Computer literate and numerate with good written and verbal communication skills to a wide ranging audience	Essential	A, T, I, P, D
Able to work on own initiative and as a good team player with track record of developing positive relationships	Desirable	
<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/T/I

Knowledge:	Essential / Desirable	Measured by
An understanding of equality and diversity	Desirable	A, T, I, P, D
Knowledge/recent experience of local authority services, housing, welfare rights, benefits system and debt issues.	Desirable	

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a customer care role including difficult and vulnerable customers and providing advice and information face-to-face and over the telephone	Desirable	A, T, I, P, D
Experience of gathering information and processing it accurately in line with GDPR requirements and making a decision based on the information available.	Desirable	
Experience of planning and prioritising own workload effectively in order to meet tight deadlines.	Desirable	

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE level or equivalent qualification	Essential	A, T, I, P, 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	<b>Primary work base:</b>	The Guildhall
<b>Job family band:</b>	BA L3	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£24,758 - £25,603	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

We are open to discussions about a hybrid working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations 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.

