

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Business Support Officer – Regulatory Services

Regulatory Services, Place Economy and Environment

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:

1. Provide technical and administrative support for Regulatory Services.
2. Support the service aim to implement charged-for activities and support businesses.

Accountable to:

This role is accountable to the Business Support Manager. The role sits within the Health Protection & Business Support Team, Regulatory Services part of the Place, Economy and Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide technical and administrative support for Regulatory Services.
2. To organise and coordinate campaigns and events as required.
3. To respond to service requests and investigate complaints; carry out technical research and provide information to professional officers to support investigations. Provide specialist technical advice to the public, elected members and organisations as required.
4. To monitor email and other incoming enquiry systems; log planning applications, service requests and other consultations for all teams within Regulatory Services. Initiate and update computer records; generate reports in order that statistical information may be collated to enable management to monitor the department's Key Performance Indicators.
5. To maintain up to date records on databases and other systems ensuring that data protection, management, quality, sensitivity and confidentiality requirements are met. To handle and report any intelligence relevant to safeguarding or other duties and priorities to managers and heads of service using the local authority mechanism for reporting.
6. To provide administrative support and seek opportunities to raise income and implement procedures relating to income generation.
7. To participate in and promote activities to support businesses. Support charged-for activities as required. Provide one-to-one support to businesses where required. Provide advice and support to business customers at every stage of the business cycle including liaison with other Council departments to meet the Council's corporate objectives and where necessary carry out site visits in the district.
8. To carry out activities as required to assist the Business Support Manager to meet corporate requirements and other requirements necessary to deliver the Regulatory Service.
9. To assist all managers and heads of services, as required, with administrative support including purchasing relevant goods and training courses. Monitoring sickness absence, annual and flexi leave. Monitor training feedback; organising meetings and other duties as required.
10. Undertake personal learning development to maintain up to date, specialist technical knowledge; including attending courses, and own research and reading as required; so that the Council is able to meet its statutory obligations.
11. To undertake any other specialist duties commensurate with the level of the post under the general direction of the Business Support Manager.
12. 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.

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 write letters, reports and emails to communicate with customers, elected members, officers and others	E	A, I
Able to carry out financial administration (supplies; invoices)	E	A, I
Able to use, update, manipulate and prepare reports from databases and ICT applications (including all Microsoft applications and spreadsheets)	E	A, I
Able to communicate with customers, the public, officers, elected members and others face to face, on the telephone and in writing.	E	A, I
Ability to work in an agile way and to travel and work at different sites	E	A, I
Ability to deal calmly with difficult situations and people in confrontational situations	E	A, I
Good numerical and verbal ability	E	A, I
Good organisational ability to coordinate workloads and project manage	E	A, I
Ability to work as part of a team	E	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of administration systems and procedures	E	A, I
Knowledge of database and systems; report generation and ICT applications (including all Microsoft applications)	E	A, I
Knowledge of Regulatory Services management information systems	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of an administrative role	E	A, I
Experience of managing budgets	E	A, I
Working and inputting databases	E	A, I
Working in a commercial business/organisation	D	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE Maths and English to good standard of educational attainment or equivalent	E	A, D
NVQ Level 2, in Business Administration or equivalent experience in office administration	E	A, D
NVQ Level 3 in business administration or equivalent	D	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:

Hours:	37 per week	Primary work base:	Northampton with some work at Towcester and Daventry
Job family band:	RT04	Worker type:	Part-flexible
Salary range:	£28,016 - £29,513	Budget responsibility:	None
People management responsibility:	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 work from other work locations and, subject to business need, when not working from an office you will be working remotely (including from home). Occasional working outside of normal office hours including weekends will be required.

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.

