

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Business Support Assistant

Assistive Technology Team, Health & Adult Social Care

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:**

The purpose of the job is to provide confidential administrative support to manager and the team using appropriate systems, procedures and resources. To answer telephone queries and email enquiries. To also ensure a quality service is delivered to customers, West Northamptonshire Council policies and values are complied with and reporting deadlines are met

## **Accountable to:**

This role is accountable to the Team Manager.

## **Responsibilities:**

1. You are responsible for maintaining and developing electronic and paper record systems to ensure that the business is adequately supported. This will require a confident, accurate and timely approach to using MS Word, MS Excel and other software as appropriate.
2. You will co-ordinate the provision of stocks of resources and office supplies to maintain the effective operation of the service while minimising waste. This will involve the appropriate use of electronic ordering and payment systems
3. You are responsible for undertaking reception duties and responding to telephone and email enquiries. You should deal with callers in a proactive manner in accordance with the Company's customer service standards.
4. You should build good working relationships with internal and external managers, colleagues and customers and their carers. You must ensure that your communication style is always clear and Polite.
5. You provide a wide range of administrative support to managers and colleagues specifically within your team. This includes responding to standard enquiries and correspondence, maintaining your colleagues' diaries and meeting schedules and undertaking other tasks as instructed
6. You will be expected to actively participate in staff meetings, team activities, supervision, appraisals and training
7. 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.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. 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
NVQ/QCF Level 2 or equivalent in a relevant subject	Essential	A, T, I, P, D
NVQ/QCF Level 3 or equivalent in a relevant subject	Desirable	A, D
Good level of numeracy and literacy to FCSE/NVQ Level 2	Essential	A, D
<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/T/I

Knowledge:	Essential / Desirable	Measured by
		A, T, I, P, D
Good knowledge of financial systems and procedures	Essential	A, I
Experience of using IT systems to produce a range of documents, coordinate and manage information, and monitor resources	Essential	A, I
Good communication skills with the ability and willingness to develop this expertise	Essential	A, I
Able to work on own initiative, prioritise work and work under pressure to meet standards and deadlines whilst maintaining accuracy.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven experience in an administrative role (minimum 2 years)	Desirable	A, T, I, P, D
Experience of guiding and assisting less experienced colleagues	Desirable	A
Experience of the West Northamptonshire Council management information system	Desirable	A

Education, training and work qualifications:	Essential / Desirable	Measured by
		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.

**Additional pre-employment checks specific to this role include**

## Day-to-day in the role:

<b>Hours: 27.5 hours per week</b>	- <b>TEMPORARY 9 MONTHS POST</b>	<b>Primary work base:</b>	Turn Furlong, Off Rookery Lane, Kingsthorpe, Northampton, NN2 8BZ
<b>Job family band:</b>	BA02 – Business Administration	<b>Worker type:</b>	Flexible Part-flexible <b>Fixed base</b> Field-based worker
<b>Salary range:</b>	£25,447 to £25,849 FT Equivalent	<b>Budget responsibility:</b>	[ ]None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

*This is an office based role,  
Monday to Friday – 9-3pm 27.5 hours*

## Our organisational values and behaviours

Everything we want to achieve for West orthants 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.

