

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Business Support Assistant**

Therapy 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:

In this role, you'll play a vital part in providing essential administrative support to both the manager and the team. Your responsibilities include handling confidential information with care and utilising the right systems and procedures to streamline operations.

You'll be the first point of contact for telephone and email inquiries, ensuring prompt and accurate responses. Additionally, your role contributes significantly to upholding the high standards of service delivery, ensuring compliance with West Northamptonshire Council policies and values, and meeting reporting deadlines. Through your diligent efforts, you'll directly contribute to maintaining efficient workflows and ensuring that customers receive top-notch service.

## Accountable to:

This role is accountable to one of our Senior Business Support and sits under Prevention & Therapies Service Manager, covering Occupational Therapists, Physiotherapists, Specialist Moving & Handling and Visual Impairment Officers.

## Responsibilities:

1. Accountable for the maintenance and development of both electronic and paper record systems, ensuring robust business support. This requires a confident, accurate, and timely utilisation of MS Word, MS Excel, and other pertinent software tools.
2. Responsible for coordinating the procurement of resources and office supplies to sustain operational efficiency while minimising waste. This entails adept utilisation of electronic ordering and payment systems.
3. Responsible for undertaking reception duties and prompt handling of telephone and email enquiries, adhering to the company's prescribed customer service standards by adopting a proactive approach towards callers.
4. Required to build good working relationships with internal and external stakeholders, including managers, colleagues, customers, and their caregivers, maintaining a communication style that is consistently clear and courteous.
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  | Desirable             |             |
| NVQ/QCF Level 3 or equivalent in a relevant subject  | Desirable             |             |
| Good level of numeracy and literacy to FCSE/NVQ Level 2  | Essential             |             |
| <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. |                       |             |

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

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

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

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 *[delete if not applicable]*:**

*[For example. Basic Disclosure , Standard Disclosure and Barring Service check , Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks,*

*Prohibition from Teaching, Professional Registration, Non police personnel vetting, Disqualification from Caring]*

## Day-to-day in the role:

|  |                                |                               |  |
|--|--------------------------------|-------------------------------|--|
| <b>Hours: 37 hours per week</b>          |                                | <b>Primary work base:</b>     | Olympus House, Billing Brook Road, Northampton           |
| <b>Job family band:</b>                  | BA02 – Business Administration | <b>Worker type:</b>           | Flexible<br>Part-flexible<br>Fixed<br>Field-based worker |
| <b>Salary range:</b>                     | £23,947                        | <b>Budget responsibility:</b> | []   |
| <b>People management responsibility:</b> | [manager to insert]            |                               |  |

### Working conditions & how we work:

*This is an office based role, some lone working.  
Monday to Friday – 37 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.

