

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Support Officer

Northamptonshire Safeguarding Adults Board
Safeguarding & Wellbeing – People 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.

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 meet the needs of the priorities and key themes in the strategic plan, the **Business Support Officer** will provide administrative, secretarial and clerical support to the Northamptonshire Safeguarding Adults Board (NSAB) and their Sub Groups, under the direction of the NSAB Business Manager.

Tasks will include answering the phone and responding to emails, organising large scale meetings, preparing meeting papers, and taking minutes. You will update action logs, and ensure documents are accessible for the NSAB website, help with learning and engagement events, and finance related tasks such as raising purchase orders, as well as other important administrative tasks. You must be able to demonstrate excellent working relationships with colleagues in partner organisations.

Accountable to:

The role is accountable to the NSAB Business Manager. NSAB sits within Safeguarding and Wellbeing as part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. To co-ordinate the systems and processes to that ensure organisational support is effective to NSAB – including drafting meeting agendas, circulating papers, and completing and disseminating minutes in a timely manner and are kept and filed securely and in an orderly manner using available systems.
2. Operate filing and retrieval systems for the NSAB Business Manager and assistants relating to the functions of the NSAB and Sub Groups.
3. To organise, assist and maintain secure business processes, and data bases related to the work areas to support management reports locally and nationally – such as the safeguarding data set.
4. Provide secretarial support and administration to all users and contributors to the Boards' work and functions (this may include collating reports and from other agencies and making arrangements for visitors to Board meetings) and the preparation for inspections.
5. Be a point of contact for detailed enquiries about the Boards and the Sub Groups through different media including email, post and telephone.
6. To gather and maintain performance information to support the scrutiny and monitoring functions of the service areas and Sub Groups.
7. Co-ordinate the production of complex and specialist documents on behalf of the NSAB Business Manager, such as business plan or annual reports.
8. Gather and process financial information related to the work areas to support effective budget management of the Boards and the business office.
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 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 [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to implement and maintain secure manual and computerised records systems, and basic filing and retrieval processes.	Essential	A, I
Good interpersonal skills to interact with senior managers and practitioners, show courtesy and sensitivity to service users, and handle emotionally stressful situations.	Essential	A, I
Ability to work on own initiative and prioritise work load.	Essential	A, I
Contribute to team development and performance objectives.	Essential	A, I
Experience of minute taking.	Essential	A, I
Experience of managing complex diary and meeting schedules for a number of groups and a large number of individuals.	Essential	A, I
Proven experience of working to timescales, diary scheduling, collation and distribution of information.	Essential	A, I
Experience of managing responses to correspondence and direct contact from stakeholders and service users, and reception duties.	Essential	A, I
An understanding of collating and presenting statistical information.	Desirable	A, I, T
Experience of website software.	Desirable	A, I
Experience of administering social media.	Desirable	A, I
Experience of gathering data and financial information.	Desirable	A, I, T
Ability to work on the implementation of projects identified by a manager.	Desirable	A, I
Ability to produce detailed reports and documents.	Desirable	A, I

Knowledge:	Essential / Desirable	Measured by
Good keyboard skills including knowledge of MS Windows including, Word, Excel and similar software.	Essential	A, I, T
An understanding of confidentiality and data protection, and secure filing systems in particular, information of a sensitive nature and with a high emotional content.	Essential	A, I
Knowledge of the management of provision of office resources and supplies.	Essential	A, I
Knowledge of equality and diversity issues.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven experience as an administrative assistant.	Essential	A, I
Significant experience in administrative work with proven knowledge of setting up systems, minute taking at complex meetings, and providing secretarial support.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ level 2 or equivalent in a relevant subject area.	Essential	A, D
Good standard of GCSE or equivalent in Maths and English.	Essential	A, D, T

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	Primary work base:	One Angel Square, Northampton
Job family band:	BA04	Worker type:	Part-flexible
Salary range:	£28,016 - £29,513	Budget responsibility:	N/A
People management responsibility:	No		

Working conditions & how we work:

The role has been identified as a part-flexible worker. Whilst the role is office based, there may be opportunities for flexible working subject to Manager approval.

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.

