

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Support Officer (Transport Delivery Service) (WEST1003)

Transport Delivery Service, Place and Economy 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'.



**West
Northamptonshire
Council**

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.

Purpose and impact:

To undertake a variety of finance administrative tasks associated with the work of the Transport Delivery Service which includes, home to school, social care and public transport services,

Accountable to:

This role reports directly into the Contracts Reconciliation Officer within the Transport Delivery Service

Responsibilities:

1. To provide efficient support to the operational team including processing of invoices and service requests.
2. To provide financial administrative support including; receiving and issuing letters and information, raising invoices, paying customers and suppliers, data entry, updating files, maintaining records, handling confidential material and liaison with internal and external customers and suppliers.
3. To be proficient with all IT packages relevant to the department (365 Flexi Route, SPROC, ERP etc) including interrogating and inputting information and producing reports.
4. To raise accounts, process payments and issue receipts for householders and businesses.
5. To gather information and complete service and corporate data reports in line with agreed policies and timetables including income targets, and debt recovery activity.
6. To receive visitors, answer general customer, operator, school and college queries and ensure adequate office cover is maintained.
7. To maintain accurate records and make sure systems and the data they hold is up to date.
8. Assist with the collection and collation of data required for management reports and freedom of information requests and data protection enquiries and maintain records.
9. To support project work including arranging meetings, gathering and distributing papers, gathering information and maintaining project documentation and ensure all parties are up to date on their progress.
10. To provide efficient document management processes and liaise with the Council's debt recovery teams to ensure income levels are maintained.
11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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
Excellent customer care skills	Essential	A/I
Ability to work independently and use initiative	Essential	A/I
High levels of accuracy and data quality	Essential	A/I
Able to communicate well with all types of people and customers	Essential	A/I
Able to organise meetings and take accurate minutes	Essential	A/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of GDPR and data protection requirements.	Essential	A/I
Good knowledge of IT packages enough to use the Councils main software applications and Microsoft office	Essential	A/I
Geographical knowledge of the area to enable effective planning of work	Desirable	

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an operational environment providing administrative support	Essential	A/I
Experience of working with a wide variety of internal and external customers	Essential	A/I
Experience of financial systems, processing financial transactions and knowledge of debt recovery processes	Essential	A/I
Experience of compiling reports on performance	Essential	A/I
Experience and understanding of transport related services	Desirable	A/I
Previous experience of route planning systems and financial systems such as ERP.	Desirable	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A level with Maths and English as essential	Essential	A/I

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:	Northampton
Job family band:	Business Administration Band 4	Worker type:	
Salary range:	£28,016 - £29,513	Budget responsibility:	n/a
People management responsibility:	n/a		

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.

