

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Administrator 1

Education Services

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.



West
Northamptonshire
Council

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 provide an effective, timely and accurate administrative support to operational teams - Inclusion & Intervention Support Team (IIST) and Educational Psychology Team (EPS).

Accountable to:

This role is accountable to the VL Admin Team Leader, responsible for the direct line management of 5 Administrators. The role sits within Children's Services, part of the Education Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide a comprehensive, confidential range of effective and transparent business and finance support to the operational teams, including processes and systems in relation to communications, SharePoint, mailbox monitoring and responses and updating via MRI and Liquid Logic.
2. To assist the Inclusion & Interventions Support Team (IIST) Panel Administrator in ensuring data from incoming referral requests are logged to enable weekly panels to take place. Further to decisions made at Panel, the post holder will be required to assist with recording panel outcomes and ensure information is made available for IIST practitioners to support families and young people.
3. The post-holder will be expected to cover for the IIST Panel Administrator during absences (with the support of the wider team).
4. To assist with administration of Section 23 Notices (Health Notifications).
5. To assist with emails from various generic email boxes and make best use of knowledge to respond to queries effectively
6. To work closely and jointly with the other service members as required to ensure continuity of support for services to children and undertake other tasks as appropriate to the role to meet the needs of the business.
7. Commit to ongoing self-professional development in order to respond positively to new processes and developments seamlessly.
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 [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
Competent in the use of IT including MS 365 Office e.g. Word, Excel, SharePoint, Outlook.	E	I
Excellent use of English, grammar, analytical, interpretive attention to detail. Must have good written communication skills.	E	I
Must be able to establish effective communication across myriad channels	E	I
Ability to work under pressure within a fast changing, dynamic environment	E	I
Understanding and evidence of working within a confidential environment dealing with sensitive information, together with a commitment of WNC Safeguarding policies	E	i

Knowledge:	Essential / Desirable	Measured by
A knowledge of working within a local government setting and working across key stakeholders	D	I
Knowledge of MRI/ERP Gold systems/Liquid Logic	D	I

Relevant experience:	Essential / Desirable	Measured by
Experience of establishing strong team working and effective relationships across numerous stakeholder groups.	E	I
Experience of working within a Business Support – administrative environment to support operational delivery	E	I
Experience of working within a Children’s Service environment	D	I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE standard or equivalent professional qualification such as business experience or/and NVQL Level 1 in relevant subject (administration, customer service management)	E	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.

Additional pre-employment checks specific to this role include N/A

Day-to-day in the role:

Hours:	18.5	Primary work base:	One Angel Square
Job family band:	BA 03 WLSC PO5	Worker type:	Part-flexible
Salary range:	£26,914 pro rata	Budget responsibility:	nil
People management responsibility:	N/A		

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 when not working from an office you will be working remotely for up to 1 day a week (including from home).

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”

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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.

