

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Relations Officer

Adult Services, 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:

We recognise that social care staff have one of the most challenging yet rewarding roles. We value our staff, the fantastic work you do and the resilience you show every day. The role is an amazing opportunity to support our most vulnerable adults living in West Northants. Working alongside a highly motivated and supportive team, you will take a holistic and person-centred approach to ensuring the people you support are happy, healthy, and safe. You'll make sure they feel listened to and encourage them to identify their assets and strengths – enabling them to fulfil aspirations, build resilience and improve outcomes.

This role will provide you with opportunities to build compassionate, professional relationships with people, their carer(s) and families – alongside social workers, partner agencies and the community. Together you'll work with a caring and supportive team with a shared goal of improving outcomes for vulnerable Adults; underpinned by Adult Social Care practice standards. You'll relish opportunities to be creative and share your knowledge, skills, and experience with others in a culture of continuous learning and improvement.

Accountable to:

The role is accountable to the Team Manager and sits within Adult Services, part of the People Directorate in West Northamptonshire Council.

Adult services encompass a wide range of teams and employment opportunities. This includes; Community Teams which also provide the front door to Adult Services, Learning Disability Team, Hospital Social Care Team, Care Home Review team and Moving into Adulthood roles.

Responsibilities:

- Assist in the development and maintenance of business processes to support senior managers and the business support manager.
- Assist, coach, and mentor less experienced colleagues in the performance of routine tasks to support the achievement of individual and team performance and development objectives.
- Arrange all aspects of internal, inter-agency and inter-departmental meetings as requested and minute meetings as required whilst maintaining a high degree of confidentiality for all information handled.
- Maintain information technology and office systems to ensure effective services including Microsoft office, SharePoint, e-recruitment etc.
- Assist in the recruitment process within the service when required and support with the maintenance of the establishment list.
- Gather data and financial information relating to the work area to support in the production of management reports and information on service performance to meet service area requirements.
- Handle a wide range of more detailed queries including correspondence referred by colleagues and partners and provide a point of contact for staff within the division.
- Plan, co-ordinate and implement personal diary and meeting schedules to ensure that business is completed within service standards and meets business requirements.
- Initiate and build good working relationships with colleagues and other professionals to deliver the service required.
- Provide an efficient response to requests to protect the property of clients in line with statutory requirements.

Person specification:

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job;

| Qualification Required | Subject | Essential/ Desirable |
|---|--------------------------------------|-------------------------|
| NVQ Level 2 or equivalent work experience | Administration | Essential |
| GCSE grade C and above or equivalent | Maths & English | Essential |
| 3 A levels or equivalent | Business & Administration or similar | Desirable |

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

| Knowledge Required | Essential / Desirable |
|---|-----------------------|
| Appropriate level of data protection, security and confidentiality awareness. | Essential |
| Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | Essential |

| Skills Required | Essential / Desirable |
|--|-----------------------|
| Excellent communication skills, both written and verbal. | Essential |
| Ability to demonstrate a flexible and creative approach to problem solving. | Essential |
| Ability to build and maintain good working relationships with colleagues and customers to deliver a service. | Essential |
| Able to prioritise own workload and cope well under pressure to meet deadlines. | Essential |
| Plan, coordinate and implement personal diary and meeting schedules. | Essential |

| Experience Required | Essential / Desirable |
|---|-----------------------|
| Experience of working in a busy office-based role. | Essential |
| Experience of finance and financial systems. | Desirable |
| Experience of arranging, supporting and minuting meetings to a high standard, e.g. highly confidential HR meetings. | Desirable |
| Work on general implementation of projects as identified by supervisors to meet service delivery requirements. | Desirable |

| Safeguarding | Essential / Desirable |
|--|-----------------------|
| Demonstrate an understanding of the safe working practices that apply to this role. | Essential |
| Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | Essential |

| Disclosure Level | | | | |
|--|-------------|----------|----------|----------------------------------|
| What disclosure level is required for this post? | None | Standard | Enhanced | Enhanced with barred list checks |

| Work Type | | | | |
|---|-------|-----------------|-------|------|
| What work type does this role fit into? | Fixed | Flexible | Field | Home |

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

Enhanced Disclosure and Barring Service check, Professional Registration

Day-to-day in the role:

| | | | |
|--|-------------------|-------------------------------|------------------|
| Hours: | 37 | Primary work base: | One Angel Square |
| Job family band: | Administration | Worker type: | Part-flexible |
| Salary range: | £26,516 - £28,013 | Budget responsibility: | N/A |
| People management responsibility: | N/A | | |

Working conditions & how we work:

Driving licence is required to enable travelling between community locations

We are open to discussions about flexible working.

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 3 days a week (including from home and in the community).

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.

