

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Post Room Assistant

Facilities Management, Assets and Environment

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.

Purpose and impact:

To provide an incoming postal service on behalf of the Council.

To administer the Authority's electronic document management system in accordance with legislation & guidelines.



West
Northamptonshire
Council

To be responsible for daily scanning, indexing and electronic transfer of documents for the Council and external partners

Accountable to:

This role is accountable to the Post Room Manager in the Facilities Department. The role sits within Assets and Environment, part of the Place, Economy, and Environment Directorate in West Northamptonshire Council.

Responsibilities:

- 1.To work as part of the Post Room Team to undertake duties such as post opening, sorting and electronic delivery.
- 2.Maintaining the Authority's electronic filing system accurately while adhering to Data Protection legislation. Scanning incoming correspondence and attaching their digital images to existing records or creating new accounts as appropriate on the Enterprise EDRMS.
- 3.Converting mail that cannot be scanned onto the EDRMS to digital and sending to nominated e-mail accounts.
- 4.Monitoring the Revenues & Benefits (WNC) incoming e-mails and indexing them to existing records on the EDRMS.
- 5.Complete the accurate and timely indexing of information downloaded from the DWP's Tell Us Once portal.
- 6.Actively participate in training and development opportunities to deliver an effective service.
- 7.Ensure that reasonable care is always taken for the health, safety and welfare of you and other persons. Adhere to all security protocols within Authority buildings and grounds.
- 8.To undertake any other duties commensurate with the position as designated by the line manager.
- 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:

(**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
A basic understanding of the Microsoft suite of software (Outlook/Word/Excel), and general confidence in using IT equipment.	E	A/I
Good verbal and written communication skills	E	A/I
The ability to work as part of a team to agreed standard and deadlines	E	A/I
Practical, organised and flexible approach to work	E	A/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of hazards and Health and Safety implications	E	A/I
Manual handling experience	E	A/I
Knowledge of the services provided by the Authority	D	A/I
General Data Protection Regulations	D	A/I

Relevant experience:	Essential / Desirable	Measured by
Administrative	D	A/I
Manual Handling	E	A/I
Customer Service	D	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
Minimum of 2 GCSE's in Maths and English	E	A, I, D

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:

Basic Disclosure and Barring Service check

Day-to-day in the role:

Job family & salary band:	Business Administration Band 02	Worker type:	Fixed
People management responsibility:	Nil	Budget responsibility:	Nil

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

The work involves regular manual handling and is mostly sedentary.

This role has been identified as a fixed worker type, this means that you will have a fixed place of work.

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.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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.

