

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Business Support Administrator

Children & Young People Service, 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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Northamptonshire
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Purpose and impact:

The School Attendance Support Service is responsible for a range of workstreams related to elective home education, children missing from education, school attendance and exclusions

To provide effective and timely administrative support to the service, and ensuring an appropriate level of service delivery at all times in adherence to statutory procedures and timescales.

Accountable to:

This role is accountable to the Business Support Team Leader, responsible for the direct line management of 5 Business Support Administrators. The role sits within Children & Young People Services, part of the People Services Directorate in West Northamptonshire Council.

Responsibilities:

1. To undertake a range of specific service operational functions as required for tracking children missing education, logging exclusions, reduced timetables, electively home educated children, and issuing fixed penalty notices, and processing payments. Providing administrative support for all statutory process.
2. To ensure a prompt and appropriate response is consistently given to all queries and referrals. Managing incoming enquiries from internal and external sources as appropriate and provide a timely response.
3. Works closely and jointly with the other service members as required to ensure continuity of support for Children Services and undertake other tasks as appropriate to the role to meet the needs of the business
4. 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.
5. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
6. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken 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 numeracy, analytical and interpretative attention to detail	Essential	I
Must be able to establish effective communication across myriad channels. Must have good written and oral skills	Essential	I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	I

Knowledge:	Essential / Desirable	Measured by
A knowledge of working within a local government setting and working across key stakeholders	Desirable	I
Experience of working within a Children's Service environment	Desirable	I
Experience of working within a business support/administrative supporting operational delivery role	Essential	I

Relevant experience:	Essential / Desirable	Measured by
Experience of working within a business support/administrative role	Essential	I
Experience of establishing strong working and effective relationships across numerous stakeholder groups	Essential	I
Experience of working in a fast changing, dynamic environment	Essential	I

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE standard or equivalent professional qualifications or business experience	Essential	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

Day-to-day in the role:

Hours:	37	Primary work base:	Office/Hybrid
Job family band:	Band 3	Worker type:	Part-flexible
Salary range:	£24,758 - £25,603	Budget responsibility:	N/A
People management responsibility:	None		

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 at.

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.

