

**WHERE
CAREERS
THRIVE**

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



**West
Northamptonshire
Council**

Assistant Business Support Officer

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.



**West
Northamptonshire
Council**

Purpose and impact:

To provide efficient administrative support to a service area of West Northamptonshire Council. Assist Business Support colleagues with a variety of routine administrative tasks.

Accountable to:

This role reports to Team manager.

The role sits within the Adults Directorate in West Northamptonshire Council.

Responsibilities:

The below is an overview of the responsibilities for an Assistant Business Support Officer within WNC. You may not be required to cover them all in your role, but you are expected to be well versed in different areas of administrative support.

1. Assist colleagues with routine administrative tasks such as scheduling meetings, preparing basic documents, updating records, and managing shared inboxes. Support day to day operations by responding to internal and external requests promptly, maintain filing systems and ensuring smooth communication with the team.
2. Accurately enter and manage data using Excel, internal databases, and filing systems (relevant to the service area) to support effective record keeping and ensure information is well-organised and easy to access.
3. Support financial administrative tasks such as raising purchase orders, processing invoices, and updating records using internal systems and ERP to help maintain accurate and up to date budgets.
4. Assist with planning and organising meetings and events, both in-person and via Microsoft Teams, including preparing materials, circulating papers, booking rooms or virtual links, and providing on-the-day support to ensure everything runs smoothly.
5. Deliver a high level of customer service both within and outside of the Council. Liaise with members of the public and key stakeholders, maintaining confidentiality and follow GDPR regulations. Support with enquiries and requests that are received into the service, this may include inbox monitoring and sorting post. Refer more detailed enquiries to more experienced colleagues.
6. Utilise technology on a daily basis and make effective use of AI-powered tools, including Microsoft Copilot, to help with everyday tasks such as scheduling, data entry, managing documents and handling emails more efficiently.
7. Undertake training as required and participate in development activities to support personal and team development objectives.
8. As and when required provide resilience and administrative support to other service areas to ensure a consistent standard of service is provided.
9. 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.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. 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
Demonstrate good organisational skills to work to deadlines and work well under pressure.	Essential	A, I
Demonstrate good communication skills both orally and written.	Essential	A, I
Courteous and effective manner when dealing with people. Exchanges information in a tactful and diplomatic manner.	Essential	A, I
Regularly demonstrates a positive attitude and is customer focused.	Essential	A, I
Ability to learn new processes and adapt to change	Essential	A, I
Excellent attention to detail and accuracy when completing tasks	Essential	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of Data Protection and GDPR legislation and the importance of maintaining accurate records and confidentiality	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Previous experience of working in an administrative support role carrying out tasks such as filing, record keeping and data entry or have studied business administration at NVQ level 2 or equivalent.	Essential	A, I
Previous experience of using Microsoft Copilot or a similar AI tool, or willingness to undertake training in these tools to support administrative tasks	Desirable	A, I, T

Education, training, and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE level in Maths and English	Essential	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.

Day-to-day in the role:

Job family band:	Business Administration Band 02	Worker type:	Office based
People management responsibility:	None	Budget responsibility:	None

Working conditions & how we work:

The service operates between 7:00am and 10:00pm, and working hours can be undertaken flexibly within these times. However, working patterns must be agreed in advance with the manager to ensure service needs are met and appropriate cover is maintained during key operational periods.

Due to the nature of the role, the postholder will be expected to plan their working hours around service demands, customer attendance patterns and transport scheduling requirements, ensuring support is available when required to maintain the safe and effective delivery of the transport service.

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.

