

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Business Support Officer

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:

To provide comprehensive, flexible and efficient administrative support to a service area of West Northamptonshire Council. The post holder will liaise with colleagues to ensure that work assigned is delivered on brief, within the required timescales and meets service objectives.

Accountable to:

This role reports to [xxx].

The role sits within the [xxx] Directorate in West Northamptonshire Council.

Responsibilities:

The below is an overview of the responsibilities for a 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. Carry out a range of administrative/business support tasks for the relevant team/service area. This may include, but is not limited to; data entry, producing correspondence, event planning, minute taking, booking venues or transport, uploading content to our website and intranet pages, and supporting with grant funding applications.
2. Produce accurate and well-presented documents for managers to assist service delivery. This may include, but is not limited to; reports, spreadsheets, risk registers, databases, letters, and timetables.
3. Organise and support events, meetings, training, panels or boards as required by the service, both face-to-face and via Microsoft Teams. Distribute agendas and papers, take and circulate minutes or action/decision points.
4. Use a range of software and systems relevant to the service area. Maintain and operate efficient and effective record keeping and filing systems, ensure they are updated and information accurately recorded for the benefit of the whole team.
5. Administer financial transactions, this may involve but is not limited to; purchase orders, invoices, process internal recharges, process payments, chase debts, or update financial records.
6. 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, sorting post and triaging enquiries as they are received. Maintain and develop positive relationships and ensure that an appropriate response is provided to all enquiries or referrals.
7. Utilise technology on a daily basis and make effective use of AI-powered tools, including Microsoft Copilot, to streamline administrative tasks such as document creation, meeting preparation, minute taking and task management, ensuring efficiency and accuracy.
8. Undertake training as required and participate in development activities to support personal and team development objectives.
9. Support the Council's emergency planning arrangements by providing logistical support as required.
10. As and when required provide resilience and administrative support to other service areas to ensure a consistent standard of service is provided.

11. 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.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. 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
The ability to take initiative and prioritise workload, working to tight deadlines and operating calmly and professionally 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, able to communicate effectively at all levels.	Essential	A, I
Regularly demonstrates a positive attitude and is customer focused, ensuring that the needs of our customers are maintained and managed appropriately.	Essential	A, I
Ability to ensure confidentiality is maintained in all aspects of the role and have the ability to act with integrity and discretion.	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
Knowledge of local government and the services provided by the Council	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in administrative support or business support function, carrying out a variety of administrative tasks, working independently and with minimal supervision	Essential	A, I
Previous experience of using Microsoft Copilot or a similar AI tool in a professional environment, 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
NVQ level 2 in Business Administration or equivalent by experience.	Essential	A, 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 03	Worker type:	Part-Flexible
People management responsibility:	None	Budget responsibility:	None

Working conditions & how we work:

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).

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.

