

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Brokerage Team Leader

Commissioning and Performance, The Peoples 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:

To ensure the effective and efficient workload management of the Brokerage Team. Ensure that service referrals and queries are carried out in a timely manner. Ensure that the management of brokerage referrals are conducted accurately and effectively.

To manage the flow of work for the service in a professional, customer focused and efficient manner utilising a combination of people, process and technology.

Improve service performance and financial efficiencies in line with overall directorate and corporate objectives through allocation of work and effective staff management.

Accountable to:

This role is accountable to the Brokerage Team Manager, responsible for the direct line management of Brokerage Officers. The role sits within Commissioning, Quality & Outcomes Service, part of the Peoples Directorate in West Northamptonshire Council.

Responsibilities:

1. Provide operational services within the Brokerage Team for West Northants Council. Work closely with the Brokerage and Payments Team Manager, keeping them informed of staff, process, system or performance issues and take responsibility for resolving issues or recommending options for resolving them as appropriate.
2. Take responsibility for ensuring that efficient, accurate and timely end-to-end processes are in place and are being utilised effectively.
3. Ensure operational service priorities are met, resources are used efficiently, and customer and audit requirements are adhered to through effective workflow management.
4. Provide day to day line management for staff, taking responsibility for developing, appraising and rewarding team members and tackling performance / absence issues in line with the councils performance management policy.
5. Provide advice to the Brokerage and Payments Team Manager on areas of the service where improvements could be made and make recommendations to improve efficiency.
6. Respond to and resolve complex service requests and queries within the agreed service standard and according to operational procedures.
7. Embed the quality framework and monitor outputs, addressing identified areas as appropriate
8. Embed customer service excellence within operational teams through the design of customer focussed processes, the VIP process and own behaviours.
9. Work collaboratively on projects that support developments / improvements for the Commissioning and Finance Service in a professional and positive way. To liaise with the Brokerage and Payments Team Manager to secure the necessary support to implement developments and improvements within the operational service.

- 10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
- 11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 12. 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
Excellent IT skills with good knowledge of Microsoft office applications to produce system documentation and presentations.	Essential	A, I
Ability to influence and communicate with managers, suppliers and customers to ensure that changes and operational processes and priorities are understood	Essential	A, I
Ability to work with internal and external stakeholders to support the delivery of the Brokerage Service in line with the annual service plan.	Essential	A, I
Ability to understand and interpret national legislation, policies and guidance to ensure processes are compliant with national requirements.	Essential	A, I
Ability to analyse and evaluate data and financial information related to the Brokerage Service to support the production of management reports and information on service performance to meet service area requirements.	Essential	A, I
This is applicable to all roles in WNC that are required to use IT equipment: 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
Care Act 2014 relating to the Commissioning Service.	Essential	A, I
Understanding of brokerage priorities in terms of delivering care services to those who need it most.	Essential	A, I
Knowledge of brokerage processes / flows and how these impacts on payments and invoicing.	Essential	A, I
Knowledge of Social Care Case Management Systems.	Desirable	A, I
Knowledge of Oracle and/or Agresso ERP Systems.	Desirable	A, I
Knowledge / experience of legal issues in handling and managing complaints and complex queries.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of supervising, coaching and mentoring less experienced colleagues and team members to support the achievement of individual and team performance and development objectives	Essential	A, I
Experience of developing user guides and training documentation for Brokerage processes.	Essential	A, I
Experience of working independently scheduling and prioritising own work and that of others to meet service requirements.	Essential	A, I
Proven customer service background with experience of conflict resolution, negotiation and diplomacy skills.	Essential	A, I
Experience and proven ability to identify service improvements to current processes and manage change.	Essential	A, I
Experience of working with vulnerable service users, their careers and / or advocates	Essential	A, I
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
A Level / NVQ Level 4 or equivalent Business & Administration or Finance or significant experience gained in a similar or related service	Essential	A, I, D
Full Driving Licence	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:

Hours:	37	Primary work base:	One Angel Square
Job family band:	BA07	Worker type:	Part-flexible
Salary range:	£38,234 - 40,778	Budget responsibility:	None
People management responsibility:	Senior Brokerage Officer Brokerage Officers		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker 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”

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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.

