

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Commissioning and Performance Administrator

Commissioning and Performance, People Services

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 administration support to the Commissioning and Performance Service to facilitate high performing delivery for people.

Accountable to:

This role is accountable to a Commissioning Manager or Quality Improvement Manager within the Commissioning and Performance service. The role sits within Commissioning and Performance within the People Directorate in West Northamptonshire Council

Responsibilities:

1. Assist in the delivery and maintenance of business processes.
2. Assist, coach and mentor less experienced colleagues with routine tasks to support the achievement of individual and team goals.
3. Arrange all aspects of internal, inter department and inter agency meetings and minute meetings as required while maintaining a high degree of confidentiality.
4. Maintain information and data using effective IT solutions.
5. Provide an efficient and confidential support services to Managers.
6. Handle a wide range of queries and correspondence, responding effectively and providing a point of contact for ongoing queries.
7. Plan and coordinate regular Team Meetings, briefings and workshops as required.
8. Be able to work in a fast paced environment with competing deadlines.
9. Gather data and information relating to the work area to support in the production of management reports and information on service performance to meet service area requirements.
10. 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.
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 communication skills both written and verbal	Essential	A, I
Accuracy and attention to detail	Essential	A, I
Ability to demonstrate a flexible and creative approach to problem solving	Essential	A, I
Ability to work independently and as an effective team member with minimum supervision	Essential	A, I
Ability to manage own workload and cope well under pressure	Essential	A,I
Ability to build and maintain good working relationships colleagues and customers	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/T/I

Knowledge:	Essential / Desirable	Measured by
Knowledge of data protection, security and confidentiality	Essential	A, I
Knowledge of the Care Act 2014 or Financial Regulations	Desirable	A, I
An understanding of the Commissioning cycle	Desirable	A, I
An understanding of Service Specifications and its use within a contract	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a busy office-based role	Essential	A, I
Experience of finance systems (ERP)	Essential	A, I
Experience of arranging, supporting and minute taking to a high standard	Essential	A, I
Experience of Contract Monitoring activity and the use of Key Performance Indicators	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE Standard in English and Maths; or level 2 or equivalent in a relevant subject; or equivalent by experience	Essential	A
LVQ Level 3 in a relevant subject	Desirable	A

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 per week	Primary work base:	One Angel Square
Job family band:	Business Support	Worker type:	Part-Flexi
Salary range:	£28,016 – 29,513	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

The job is based at One Angel Square and the post holder will be required to work on a part-flexi basis. This means that they will need to work in One Angel Square for at least 40% of the time and will be required to work flexibly for the remainder of the working week.

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.

