

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Senior Business Support Officer

WNC, Adult Social Care

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 lead a team of Business Support Officers and work with a range of systems to provide a responsive service to customers and ensure the provision of timely and accurate information to relevant team members in support of the Care Pathway process.

Accountable to:

This role is accountable to the Team Manager, responsible for the direct line management of a number of Business Support Officers. The role sits within Adult Social Care, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide complete, proactive administrative support to the Adult Social Care Hubs located in South Northants and Daventry.
2. To arrange, support and minute various meetings as and when required.
3. Organise and assist in the development of maintenance of business processes to support operational staff and efficient service delivery.
4. Maintain on a day-to-day basis the office equipment, information technology and office systems to ensure effective services.
5. Participate in the recruitment and induction of business support staff and support them during their Induction period to ensure they undertake all relevant training.
6. Monitor business processes and budgets and liaise with Team Managers as appropriate, thereby assisting in meeting budgetary and organisational targets.
7. Ensure the record and data management systems within the Customer Pathway are maintained to high standard to enable staff to carry out their duties effectively and ensure customers experience a high-quality service.
8. Provide an efficient response to requests to protect the property of clients in line with statutory requirements.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. 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 [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Demonstrate effective supervisory skills.	Essential	A, I
Demonstrate excellent organisational ability including the application of information technology.	Essential	A, I
Demonstrate good written and verbal skills including telephone communication.	Essential	A, I
Ability to maintain a high level of accuracy and attention to detail with ability to produce well-presented documents.	Essential	A, I
Demonstrate experience of arranging, supporting and minuting meetings.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Understanding of office environments, record maintenance/management and financial systems sufficient to devise and improve administrative systems.	Essential	A, I
Knowledge of Health and Safety requirements.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience in business writing skills (reports, minutes etc).	Essential	A, I
Experience in using current IT systems	Essential	A, I
Experience working in a busy office environment.	Essential	A, I
Previous experience as a supervisor.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to a good GCSE level, or equivalent, particularly including English and Maths.	Essential	A, I
IT skills and proficient in the use of Microsoft Office applications.	Essential	A, I

NVQ Level 3 Business and Administration or equivalent recognised qualification.	Desirable	A, I
Educated to A level standard in English	Desirable	A, I
Typing or Word processing qualification	Desirable	A, 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.

Day-to-day in the role:

Hours:	37	Primary work base:	The Forum and The Abbey Centre
Job family band:	Business Administration	Worker type:	Fixed
Salary range:	£29,060 - £30712	Budget responsibility:	None
People management responsibility:	Yes		

Working conditions & how we work:

This role has been identified as a fixed worker type; this means that you will be expected to work from an office you will not normally be working 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.

