

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Business Relations Officer

Supported Living Review Team, 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 provide a high level of flexible support to the senior managers and colleagues

Accountable to:

This role is accountable to the Team Manager. The role sits within Supported Living Review Team, part of the Adult Social Care Directorate in West Northamptonshire Council.

Responsibilities:

1. Assist in the development and maintenance of business processes to support senior managers and the business support manager.
2. Assist, coach and mentor less experienced colleagues in the performance of routine tasks to support the achievement of individual and team performance and development objectives
3. Arrange all aspects of internal, inter-agency and inter-departmental meetings as requested and minute meetings as required whilst maintaining a high degree of confidentiality for all information handled.
4. Maintain information technology and office systems to ensure effective services including Microsoft office, SharePoint, e-recruitment etc
5. Assist in the recruitment process within the service when required and support with the maintenance of the establishment list
6. Gather data and financial information relating to the work area to support in the production of management reports and information on service performance to meet service area requirements.
7. Handle a wide range of more detailed queries including correspondence referred by colleagues and partners and provide a point of contact for staff within the division.
8. Plan, co-ordinate and implement personal diary and meeting schedules to ensure that business is completed within service standards and meets business requirements.
9. Initiate and build good working relationships with colleagues and other professionals to deliver the service required.
10. Provide an efficient response to requests to protect the property of clients in line with statutory requirements.

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
Excellent communication skills, both written and verbal.	Essential	A, I
Ability to demonstrate a flexible and creative approach to problem solving.	Essential	A, I
Ability to build and maintain good working relationships with colleagues and customers to deliver a service.	Essential	A, I
Able to prioritise own workload and cope well under pressure to meet deadlines.	Essential	A, I
Plan, coordinate and implement personal diary and meeting schedules	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
Appropriate level of data protection, security and confidentiality awareness.	Essential	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I
Demonstrate an understanding of the safe working practices that apply to this role.	Essential	A, I
Ability to work in a way that promotes the safety and well-being vulnerable adults.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a busy office-based role	Essential	A, I
Experience of finance and financial systems	Desirable	A, I
Experience of arranging, supporting and minuting meetings to a high standard, e.g. highly confidential HR meetings	Desirable	A, I
Work on general implementation of projects as identified by supervisors to meet service delivery requirements.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE Grade A-C - English and Mathematics	Essential	A, I
NVQ Level 2 or equivalent work experience - Administration	Essential	A, I

NCQ Level 3 - Business & Administration or similar	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:	One Angel Square
Job family band:	Business Administration	Worker type:	Part-flexible
Salary range:	WNC Band 04	Budget responsibility:	No
People management responsibility:	No		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that 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.

