

**NORTH HERTFORDSHIRE DISTRICT COUNCIL
LEGAL AND COMMUNITY DIRECTORATE
JOB DESCRIPTION**

Date issued: November 2022

Job Title:	Business Administration Apprentice (Democratic Services)
Service/Unit Area:	Democratic Services
Grade:	Grade 1
Hours:	37 hours per week
Responsible to:	Committee, Member and Scrutiny Manager and Electoral Services Manager
Responsible for:	None
Contacts:	Daily contact with colleagues in the Democratic Services department. Contact with staff of the Council. Members and the public.

Job Summary:

Working as a junior member of the Democratic Services team, helping them to provide an efficient service for the Council and its customers.

Key Responsibilities:

1 Principal Responsibilities

To assist the Team by undertaking administration and providing technical support in the delivery of statutory services, ensuring adherence to relevant policies and procedures, to give a fast and effective service to internal and external customers.

To liaise with officers who provide reports for Council and Committee meetings.

To use Modern.gov committee administration system to produce agendas for all Council and Committee meetings.

To use Xpress, the electoral management system, to maintain the accuracy of the Electoral Register and in supporting the team when organising elections, learning to interrogate the system as necessary

To assist with the support of Councillors, including the Chair of the Council.

To help organise and enter accurate information onto databases, make changes as necessary and generally maintain systems and processes.

To assist with the coordination and implementation of projects.

To deal with general enquiries into Democratic Services, via the telephone, email and in person, and where necessary referring to other officers in the team.

To give customers a positive impression of the Council. Establishing and maintaining positive relationships with internal and external customers

To undertake other duties which may arise or be delegated from time to time.

2 Staff Management

None.

3 Service Management

To review and develop the services for which the postholder is responsible and manage change, to achieve continuous improvement; to maintain agreed performance targets and to meet the requirements of value for money and the relevant performance management and inspection regimes.

To ensure the service meets the Council's Customer First Standards.

To actively promote the service in order to raise the profile of the Council.

4 Financial Responsibilities

To adhere to Financial Regulations and Contract Procurement Rules.

5 Other Responsibilities

To ensure that all dealings with staff and the public are conducted within the Council's Equal Opportunities framework.

To comply with all relevant legislation to ensure effectiveness in the role.

To have regard for the duty of care of information (with particular reference to the Data Protection Act and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, Elected Members etc.

To create and maintain authentic, timely and reliable records in relation to your duties. To take due care and attention when gathering, recording and manipulating data and to have regard to guidance issued by the Council in connection with data management.

The job holder has a personal responsibility, whilst at work, to preserve and enhance health and safety. They must familiarise themselves with the health and safety aspects of their work and avoid contact which would put at risk the health and safety of themselves and other people including visitors, contractors and members of the public.

To be aware of and work in accordance with the councils safeguarding policies and procedures in order to safeguard and promote the welfare of children and adults at risk, and to raise any concerns relating to such procedures which may be noted during the course of duty.

To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

Signed..... **Manager**

Date.....

SignedManager

Date.....

Signed..... Employee

Date.....