

JOB PROFILE

Job Title:	Business Administration Apprentice
Service Area:	Democratic Services
Grade:	1
Reporting Manager:	Committee, Member and Scrutiny Manager and Electoral Services Manager
Direct reports:	None

Job summary:

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

Key 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 provide administrative support, including note taking and agenda preparation, for any internal or team 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.

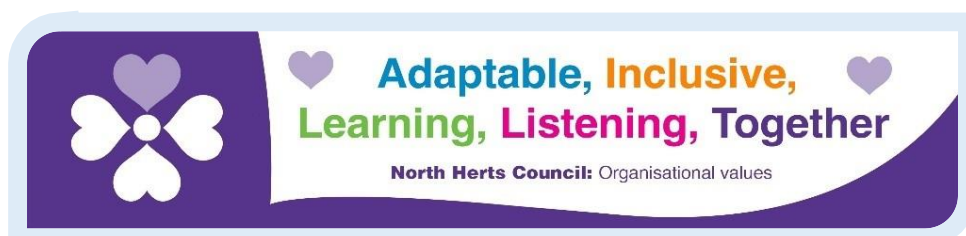
To help organise and enter accurate information onto databases, make changes as necessary and generally maintain systems and processes.

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.



This post is subject to political restriction, which is divided into two categories and relates to the post holder duties, thus;

Specified posts, including 'deputy chief officers' (not applicable)

'Sensitive' posts, which meet one of both of the following duties related criteria:

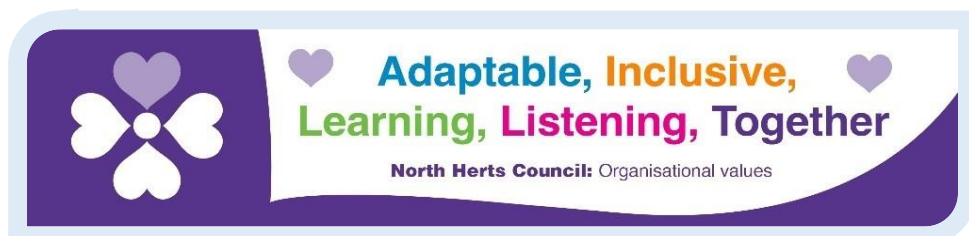
- Giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority of any joint committee on which the authority are represented, or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive, or to any member of that executive who is a member of the authority
- Speaking on behalf of the authority on a regular basis to journalists or broadcasters.

The postholder must therefore be aware that in accepting this post, they are required to confirm that they will conform with these political restrictions and that they will be included as conditions of their formal contract of employment with the authority.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

Key Requirements:		Essential desirable
Qualifications:	Level 2 literacy and numeracy – or equivalent.	E
Job related experience & knowledge:	Basic experience of dealing with people in a polite, concise and friendly manner.	E
	Accuracy and Attention to detail	E
	Ability to interact with people at all levels using all forms of communication	E
	Ability to work as a member of a team	E
	Able to use initiative	E
	Able to follow instruction accurately	E
	Willingness to learn and apply that learning in the workplace	E
	Willingness to adapt to different work roles	E
	Experience in an administrative role in a paid or voluntary capacity	E
	Use of computerised database systems	D
	Microsoft Outlook	D
Experienced use of Microsoft Word and Excel	D	



	Ability to use other applications, including Zoom and Microsoft Teams	D
Skills & attributes required for the role:	<p>Remain calm under pressure</p> <p>Capacity to develop organisational skills</p> <p>Good oral and written communication skills</p> <p>Willingness to communicate with a range of people</p> <p>Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.</p> <p>Accepts personal responsibility</p> <p>Looks for ways to improve processes</p> <p>Organising and maintaining filing systems both hard copy and data</p> <p>Ability to prioritise tasks</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
Other:	<p>Experience of working as part of a team.</p> <p>Self motivated</p> <p>Flexible attitude to work including the ability to work long hours at peak times</p> <p>Maintains confidentiality</p> <p>Willing to learn and undertake formal studies and attend college as required</p> <p>Some awareness of health and safety in the workplace</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>

Signed.....

Date.....

