

A Day in the Life

Business Support Officer (Grade 6)

Governance Team

As a Business Support Officer within the Governance Team, you will work as part of a team that provides support and advice to a range of democratic activities. You will work with Councillors, Senior Officers, Partners and members of the public across Kirklees.

You will be working in a busy environment where your role will be varied and provide challenging opportunities for you to gain experience in a variety of areas. You will work on a range of activities and projects at a time and will be responsible for the quality, creativity and timeliness of your work.

The Governance Team provides a range of functions that support the democratic, governance and decision-making processes and structures of the Council.

This post is based within the Governance Team in Civic Centre 3, Huddersfield. However, like all Business Support staff within our Service you could be flexibly deployed to another team or location within our Service. All members of the team are currently working remotely from home although there may be a requirement to work in office buildings from time to time.

The team is very busy and the work is varied with different challenges and conflicting priorities every day. You will sometimes be juggling a busy workload with conflicting timescales.

You will provide effective and professional support to Service Managers, wider Governance staff, Councillors, colleagues within the Council, partners and members of the public.

As part of a team, you will ensure you meet all legal requirements and deadlines and that your work is carried out to the Service's high standards. This role requires a motivated and pro-active individual who can work in a variety of different areas.

You will work closely with your team and manager to review processes and systems to identify and implement best practice and meet the high expectations of our customers.

You will undertake development and training as required, and your manager will hold regular 121s with you.

Below is an overview of the types of things you will be involved in:

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Supporting the Council's governance processes:

- Using the Council's democratic content management system to set up committees and meetings in line with statutory deadlines and planning your workload accordingly to ensure deadlines are met;
- Setting up meetings and sending out appointments to participants.
- Archiving paper and electronic records in accordance with retention schedules, including logging of and transfer of paper files to the Council's Central Archive;
- Compilation of the Minute Book each Municipal year;
- Undertaking of tasks around Annual Council and the new Municipal Year, including ensuring memberships of Committees are accurately recorded following decisions made at Annual Council and throughout the year.

Petitions:

- Receiving and processing petitions received by the Council in accordance with the Council's Petition Scheme. This will involve assessing criteria against the Petitions Scheme, assigning to a Responding Officer and keeping accurate records relating to the resolution.

School Appeals:

- Supporting the Clerks to the Independent Appeals Panels and the school appeals process, including:
 - Liaising with Panel Members to book them for hearings.
 - Making all necessary arrangements for the appeal to be heard both virtually and in-person, including booking venues and refreshments, sending out invitation letters to parents and ensuring any additional information is forwarded to the appropriate parties.
 - Organising and maintaining filing systems.
 - Assisting with technical support at virtual appeals and assisting parents and other attendees with any connection issues
 - Processing claims for expenses.

Dealing with the Public:

- Answering queries from the public about governance related matters, petitions and school appeals, signposting queries to the relevant officer/department and following up where required.

Service Business Support:

- Support to colleagues within the Service such as arranging meetings and travel, placing orders in SAP and using a purchase card, ensuring equipment and stationery levels are monitored and replenished.