

## **A Day in the Life.....**

### **Business Support Officer, Customers & Communities**

Customer & Communities – what we do

- Support vulnerable people in communities and prevent needs escalating to high end care
- Help people live the life they want by supporting carers, families and communities to support themselves
- Develop an umbrella of core community-based delivery services
- Prevent, Community Safety, Refugees, Asylum and migration, Cohesion, Domestic Abuse
- Poverty Strategy, Local Area Co-ordination, Loneliness Strategy, Wellness Model, Primary Care Networks, Health Checks, Inequalities

Our Services include

- Communities
- Community Plus
- Customer Service Centres
- Libraries
- Registrar Services
- Wellness Service

The posts will be based at either Civic Centre 1 or Civic Centre 3 in Huddersfield Town Centre (currently the teams are working from home). Customer & Communities is a relatively new directorate and is expanding all the time to meet the diverse needs of the communities and the demands through Covid. Some typical regular tasks for both posts:

- Diary management for senior managers
- Facilitating meetings (booking rooms, taking minutes, circulating papers)
- Communicating both internally and externally via letter, email or text
- Relationship building with elected members, Third Sector Leaders, Volunteers and Stakeholders
- SAP (internal finance software) creating purchase orders and processing invoices
- Sourcing, ordering and maintaining equipment and stationery
- Supporting colleagues and managers with IT issues, formatting and/or creating documents in Word, Excel, Publisher or PowerPoint
- Storage and retrieval of sensitive data under current GDPR guidance