

WELWYN HATFIELD BOROUGH COUNCIL

Apprentice (Governance Services)

Job Profile

1. AIM OF THE ROLE

To support Governance team in the delivery of its governance related tasks and committee support. You will be working with a diverse range of customers, members of the public and councillors to ensure completed within deadlines.

This is an extremely exciting position for someone hoping to develop their skills in committee administration and who has an interest in Information Management. This role would suit someone with excellent communication skills and an eye for detail.

As an Apprentice you will assist with all aspects of the team's work, ensuring the council meets its statutory compliance. We will also support you in achieving a relevant qualification. We will discuss this with the successful candidate in further detail.

2. KEY AREAS OF WORK

- Acting as first point of contact for the team in relation to governance. Taking calls and arranging follow up action, taking actions themselves where possible. Managing mailboxes for Democratic Services and Information Governance.
- Assist in co-ordinating and redacting responses for subject access requests and freedom of information requests.
- Maintain accurate and up to date records in relation to subject access requests and freedom of information requests.
- Assisting in ensuring the timely compliance with the Councils data transparency requirements.
- Attending Chair's briefings and producing scripts for formal meetings of the Council.
- Ensuring the Chamber is set up correctly for committee meetings of the council including producing seat plans and circulating accordingly.
- Drafting minutes and liaising with officers and committee chairs to ensure accuracy.
- Working closely with services to review and improve the quality of the Councils published datasets and transparency information.
- Supporting the training of staff on the Council's governance arrangements and considering innovative ways to raise awareness of information governance.
- Organise an annual programme of "Meet Your Councillor" Ward Surgeries, booking and arranging payment for venues, dealing with surgery enquiries, and ensuring follow-up action is taken by service areas.
- The Apprentice will assist with administrative tasks for the Governance team. The Apprentice will prepare the agenda, take notes at meetings, and assist with setting these up.

- The Apprentice will assist with the organisation of events, training and corporate activities.

2 ADDITIONAL INFORMATION & REQUIREMENTS

To be successful in this role you must:

- Have a good general standard of education.
- Be able to act quickly and responsibly when dealing with information requests.
- Be organised to manage conflicting demands.
- Be able to demonstrate high levels of concentration and have a keen eye for detail to ensure confidential and commercially sensitive information is not disclosed.
- Be motivated and have the commitment to work towards achieving a minimum of a Level 3 qualification.
- Have the ability to maintain confidentiality at all times due to the nature of the work within the team.
- Be an excellent team player, have excellent IT skills and excellent communication skills both written and verbal.

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.