

Business Support Officer - South Locality

Salary: Band 5 £ £25,652 - £27,363

Hours : 37 hours per week - (Monday - Thursday 8.30am - 5.00pm, Friday 8.30am - 4.30pm)

Contract: Permanent

Portsmouth Local Authority is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment, to improve outcomes for children.

Every post is subject to PCC and Portsmouth Safeguarding Children's Board safer recruitment procedures.

The service and its Business Support function will embrace change, have a strong and sharp focus on exceptional customer care, and will respond flexibly and effectively to the Stronger Futures agenda and other transformational developments.

The Service

The Children and Families Services supports and protects Portsmouth's most vulnerable children and young people enabling them to lead safer, healthier, and more fulfilling lives. It also acts as the corporate parent for the city's Looked after Children.

An opportunity has arisen in the Family Support and Safeguarding South Locality Team for a Business Support Officer, office based at Civic Offices. This is a busy challenging role, perfect for someone who enjoys working as part of a team and wants to do a worthwhile job.

You will provide high quality administrative support to the Locality team who provide intervention with children and families so it is important they work in partnership with parents and other professionals so that the right services can be provided longer term.

What is the role?

You will be:

- Organising reports and minute taking complex meetings, distributing minutes to attendee professionals and parents if appropriate.
- Entering data into service information and caseload systems to ensure accurate records are kept i.e., MOSAIC
- Administering the collection and presentation of service performance information.

- Dealing with incoming and outgoing post, ensuring service user's information is protected at all times and uploading documents to the caseload system.
- Dealing with telephone enquiries from multi agencies, service users and families, ensuring timely responses and concerns relating to the safeguarding of children are signposted and responded to appropriately.
- Updating MOSAIC with decisions made to ensure these decisions are communicated in a timely manner to all involved with our children/young people.
- Maintaining files and documentation.
- Printing of reports/templates for meetings.
- Finance, arranging translators, booking accommodation, raising purchase orders, ordering birth certificates. Use and reconciliation of a PCC purchase card.
- Carrying out all necessary word processing, spreadsheets, database and presentation duties.
- Dealing with all correspondence, which includes highly confidential information
- Supporting Service Leader and Team Leaders with management reports, stats, diary management and typing.
- Can be required to support other areas within the department to ensure Business Continuity.

Who is the person?

You will:

1. Have experience or working in an administrative role.
2. Ideally, have experience of working within Children's and/or Young People's Services.
3. Have a basic knowledge of Safeguarding.
4. Be able to take accurate, detailed minutes of complex meetings which will contain confidential and sensitive information.
5. Have excellent telephone, and face to face communication skills to be able to deal with a very wide range of caller such as other agencies, professionals and service users.
6. Have a customer-focus (internal and external) and be able to demonstrate consistently high standards of customer care and customer service.
7. Be able to respond appropriately to enquiries from parents/carers who may be anxious or emotional due to issues concerning the safeguarding and well-being of children.
8. Be able to demonstrate personal resilience and professionalism when exposed to explicit and emotionally challenging information.

9. Be a good listener as you will need to get the right information from a caller in order to put them in touch with the right people in the office.
10. Have good attention to detail & accuracy.
11. To have strong organisational skills.
12. Have good working knowledge of Microsoft Office, Teams and confident using IT systems (outlook/word/excel/databases) to undertake the admin tasks of the role.
13. Be able to maintain a positive and professional attitude when dealing with sometimes challenging and emotionally sensitive information.
14. Have a good understanding of client confidentiality, Information Governance and Data Protection.
15. Have good literacy and numeracy skills.
16. Have the ability to work flexibly to meet the requirements of the team and wider service.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR). Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.