



PA to the Deputy Director and Head of Service for Children and Families Services

Salary: Band 6, £29,170 to £33,119 per annum

Contract: Permanent

Hours: Full time (37 hours per week)

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.

This role will provide Personal Assistant support to the Deputy Director and Head of Service for Children and Families Services.

The Service

In Portsmouth, we are passionate about ensuring all children and young people enjoy a healthy, happy, and safe childhood, providing them with the opportunity to achieve their full potential and make a positive transition into adulthood.

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. The service also acts as the corporate parent for the city's Children We Care For.

What is the role?

You will provide high-level Personal Assistant support to the Deputy Director and Head of Service for Children and Families Services. As part of a small team of Personal Assistants supporting the Senior Management Team, you will also provide cover when required to ensure the smooth running of the service.

Your duties will include maintaining, prioritising, and resolving conflicts within Senior Management Team diaries, as well as managing electronic mail and correspondence. You will be responsible for proactively managing emails, telephone calls, and meeting requests, ensuring that all important matters are brought to the attention of the Deputy Director.

You will save documents to the electronic filing system within SharePoint and organise MS Teams and face-to-face meetings. You will also handle calls from internal and external stakeholders in a calm, professional, and efficient manner. The role requires regular liaison with Council Members and external agencies. You will facilitate and take minutes of Board Meetings, Partnership Meetings, and Complex Strategy Meetings, often of a sensitive and



confidential nature, ensuring that minutes, actions, and papers are circulated within agreed timescales.

You will coordinate responses to complaints, councillor enquiries, and representations from other agencies in line with statutory timescales.

You will support preparation for Ofsted inspections and provide specialist administrative support. Working closely with Portsmouth Children's Homes, you will coordinate Ofsted regulation reports, ensuring they are reviewed by the Senior Management Team and submitted to Ofsted within required timescales to maintain registration requirements.

You will coordinate and facilitate workshops and events, often held off-site, where changes to regulations and procedures are communicated to frontline staff to support and maintain good social care practice.

You will also be responsible for maintaining a professional image and acting as a positive representative of Children and Families Services when welcoming and meeting visitors.

Who is the person?

You will have:

- Experience of supporting Senior Managers or Director-level Management (or equivalent) by providing a high-quality Personal Assistant service.
- Experience of working within Children's and/or Young People's Services would be advantageous.
- Excellent IT skills, including proficiency in Microsoft 365 applications (Word, Excel, PowerPoint, MS Teams, SharePoint, and Outlook). Experience of using databases is also essential.
- Good literacy and numeracy skills. GCSE English and Maths (or equivalent) are required due to the administrative nature of the role.
- The ability to take concise and accurate minutes at complex meetings, often involving sensitive and confidential matters, ensuring that minutes, actions, and papers are circulated within agreed timescales.
- The ability to work effectively as part of a team.
- Excellent written and verbal communication skills, with the ability to engage professionally with a wide range of stakeholders, including elected Council Members, other Local Authorities, Schools, partner agencies, and members of the public.
- Experience of managing complex calendars and meetings, with the ability to prioritise competing demands effectively.
- Excellent interpersonal skills, enabling you to build positive relationships with a wide range of people while maintaining a professional approach.

- Excellent organisational skills, with the ability to manage a demanding workload and work effectively to tight deadlines.
- The ability to maintain strict confidentiality when handling sensitive and confidential information.
- A good understanding of Data Protection and Safeguarding requirements.
- A flexible approach to work, including occasional working outside core hours to support events and attend board meetings for minute-taking purposes.
- A self-motivated and proactive approach, with the ability to anticipate challenges and identify effective solutions.
- Excellent attention to detail and accuracy. A high standard of presentation is essential, as reports and PowerPoint presentations will be shared with Council Members and key stakeholders.
- The ability to demonstrate personal resilience and professionalism when exposed to explicit or emotionally challenging information, including matters relating to child maltreatment and domestic abuse.
- A strong customer focus, both internally and externally, with a commitment to delivering consistently high standards of customer care and customer service.
- An understanding of, and empathetic approach to, the work of Children and Families Services.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).