



Business Support Assistant

Salary: Band 4, **£14,520 to £15,252** per annum pro-rata for 22 hours or **£9,900 to £10,399** for 15 hours (£24,420 to £25,652 FTE)

Contract: **Permanent** (two positions)

Hours: **Part Time** (15 and 22 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.

The Service:

The Children and Families Services helps, 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. Going forward, the service and its Business Support function will embrace change, focus on exceptional customer care, and respond flexibly and effectively to Social Work transformational developments.

What is the Role?

You will provide high-quality administrative support within the Service Quality Team. This role is vital for the administration and smooth-running of business processes throughout the service and supports practitioners in safeguarding vulnerable children in Portsmouth. Additionally, you will help the service achieve its statutory and corporate responsibilities. The role is initially fully office-based, with the possibility of some hybrid working later.

Your duties will include many or all of the following:

- Entering data into service information and caseload systems
- Sorting post
- Administering the collection and presentation of service performance information
- Dealing with telephone and email enquiries and drafting correspondence to standard enquiries
- Placing orders for goods and services and dealing with invoices
- Monitoring and administering PDR and supervision schedules, annual leave, TOIL and sickness information and other administrative staff support activities
- Booking appointments and arranging meetings
- Contacting customers by phone/text
- Administering training courses/events/conferences if applicable
- Maintaining files and documentation
- Printing of reports for meetings
- Carrying out all necessary word processing, spreadsheets, database and presentation duties
- Dealing with all correspondence, including confidential information.
- Ordering stationery



- Supporting the preparation for Ofsted inspections and providing specialist administrative support to Senior Managers

Who is the Person?

You have:

- Experience of working in an administrative role
- Ideally, experience in Children's and/or Young People's Services
- Proficiency in Microsoft Office (Word, Excel, Access, PowerPoint, Outlook)
- Good numeracy and literacy skills
- Strong communication skills
- Customer-focus, with high standards of customer care and service
- Willingness and determination to support service managers and practitioners
- The ability to resource and collate information
- A good attention to detail and level of accuracy
- The ability to prioritise your workload
- A good awareness of Data Protection and Safeguarding Issues
- The ability to respond appropriately to less complex enquiries from parents/carers
- Flexibility to meet team and service requirements

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)

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.