



Business Support Officer - Young Carers

Salary: Band 5, **£15,391 to £16,417** per annum pro-rata for part time (£25,652 to £27,363 FTE)

Contract: **Permanent**

Hours: **Part time** (22.2 hours per week, worked three days per week)

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment. It is also committed to promoting quality childcare across the City that works to improve outcomes for children.

Every post is subject to PCC and Portsmouth Safeguarding Children Partnership safer recruitment procedures.

The Service

The Early Help and Prevention Service in Portsmouth is a new way of doing things – providing extra practical help with families early on, to stop problems getting worse. We talk with families about the things that are most important to them, what might help and what we can do differently to help them. This is how we start working together with the whole family to help get things back on track.

We are committed to working with families to repair harm and relationships. We are restorative in all we do, working closely with partnership agencies to provide high challenge and high support, building strong relationships between practitioners and their families. We have been recognised by Ofsted as a "Good" Local Authority, working systemically to provide services improving outcomes for children and their families.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect how you are and how you work then this could be the role that meets your expectations.

Who we are (the project)

The Young Carers project is part of a wider Young Carers service in the city. Young Carers are young people who care for somebody at home. It could be a brother or sister with a disability, a parent with a drug or alcohol problem, or perhaps a grandparent with a long-term illness. Our groups aim to give Young Carers a break from their caring role, a chance to leave their problems behind and just have time to act like a Young Person and have fun.

What is the role?

Reporting to the Business Support Team Leader (with daily work allocation from a locality Service Manager), you will provide high quality administrative support to the Young Carers team. You will play a vital role in the administration and smooth-running



of business processes throughout the Early Help and Prevention Service and respond flexibly in order in support of the service priorities identified by the Locality Manager.

Roles can vary greatly depending on the range of work for which the Service Manager is responsible, however, all tasks require high quality written and oral communication and a commitment to the continuous provision of high-quality customer care and the ability to multi-task and work well under pressure. You may also, from time to time, be required to provide admin support to any of the Service Managers.

The role will include:

- Provision of administrative support to the Locality Service Manager.
- Provision of full administrative support to Specialist workers working with Young Carers
- Organising, planning and preparing for meetings including booking venues, producing materials and ensuring adequate facilities.
- Minute taking at meetings, workshops, partnership meetings etc. some of which may be complex and of a sensitive and/or confidential nature.
- Supporting the preparatory work required for routine audit and inspection processes.
- Dealing with telephone, email and face-to-face enquiries.
- Placing orders for goods and services and dealing with invoices
- Carrying out all necessary word processing, spreadsheets, database and presentation duties.
- Dealing with all correspondence, including confidential information.
- Drafting correspondence to standard enquiries.
- Entering data into service information and caseload systems and administering the collection and presentation of service performance information.
- Cover for other Band 5 and Band 4 roles within the Early Help and Prevention Service, as required.
- Maintaining confidentiality.

Who is the person?

You will need:

1. Experience of working in an administrative role within a busy office environment and ideally, experience of working in Children's and/or Young People's Services.



2. To be able to consider approaches to standard tasks in a creative; 'future-thinking and forward-looking' way.
3. To be able to take accurate and detailed minutes of complex meetings which will contain confidential and sensitive information
4. Proficiency in the use of Microsoft 365, including Word, Excel, PowerPoint, OneDrive, Outlook, SharePoint and Teams.
5. Excellent numeracy and literacy skills.
6. Experience of budgetary monitoring as in this role you will regularly place orders for resources and projects for the Young Carers team. You will work alongside the Locality Manager to monitor the annual budget forecast.
7. Excellent communication skills, along with an excellent telephone manner including patience, professional empathy and active listening skills to be able to deal with a very wide range of callers. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
8. A customer-focus (internal and external) and ability to demonstrate consistently high standards of customer care and customer service.
9. A willingness and determination to help Early Help and Prevention Service Managers to provide an effective service and support to children and families.
10. The ability to source and collate information.
11. Strong organisational skills and the ability to prioritise along with a proactive attitude, and good attention to detail and level of accuracy.
12. A self-motivated, proactive attitude to work, with experience of working autonomously.
13. The ability to work flexibly to meet the requirements of the team and wider service.
14. A good understanding of safeguarding, client confidentiality and Data Protection including GDPR.

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.