

Business Support Officer - Up2U Team

Salary: Band 5, £25,652 to £27,363 per annum

Hours: 37 hours per week, Monday - Friday

Contract: 2 years fixed term contract.

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, young people and families, and expects all staff and volunteers to share this commitment.

DBS Disclosure at Standard /Basic level will be required prior to any offer of employment.

The Service:

The Up2U team is responsible for developing, promoting and implementing the suite of Up2U behaviour change programmes both locally and in other parts of the UK. The team providing quality assurance for the provision ensuring high standards of service delivery are implemented and maintained.

The Up2U: Creating Healthy Relationships programme was developed by Portsmouth City Council for working with people who use domestically abusive behaviours and offers support to the non-abusive partner. Other Up2U programmes include: Up2U: My Choice - for victims of domestic abuse, Up2U: Family Practice - for parents and families using unhealthy behaviours and Up2U: Youth - for young people using unhealthy and abusive behaviours. Up2U has been running in Portsmouth since May 2014 and is also delivered in other parts of the UK.

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 if they reflect how you are and how you work then this could be the role that meets your expectations.

Going forward, 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 transformational developments.

What is the role?

You will provide high quality business support to the Up2U Team, your role will play a vital part in the administration and smooth-running of the service.

You will be:

- Organising and supporting training, this will include liaising with professionals to book dates, booking venues, preparing resources, preparing venues for training events and recording/monitoring of all training attendance.
- Calendar management for the team.
- Organising agenda, paperwork, and minute taking at team and partnership meetings.
- Supporting the creation and development of new programme resources.
- Entering data into service information and caseload systems to ensure accurate records are kept.
- Typing of supervision, quality assurance and clinical supervision notes.

- Administering the collection and presentation of service performance information.
- Dealing with incoming and outgoing post.
- Liaison with organisations delivering the Up2U programmes, this will include dealing with telephone enquiries and chasing up contacts.
- Maintaining files and documentation
- Printing of reports/templates for meetings
- Raising purchase orders and invoices.
- Carrying out all necessary word processing, spread sheets, database and presentation duties
- Dealing with all correspondence, which includes highly confidential information
- Supporting the team with management reports, stats, diary management and typing.
- Required to support other areas within the department to ensure Business Continuity.

Who is the person?

You will:

1. Have experience of working in an administrative role.
2. Ideally, have experience of working within Services for vulnerable adults/children.
3. Have a basic knowledge of Domestic Abuse and Safeguarding.
4. Be able to take accurate and 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 callers.
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 other organisations interested in the Up2U programmes.
8. 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.
9. Have empathy for others as you will be dealing with some difficult and upsetting situations.
10. Be able to demonstrate personal resilience and professionalism when exposed to explicit and emotionally challenging information.
11. To have strong organisational skills. Have a good attention to detail and level of accuracy.
12. Have good working knowledge of Microsoft Office and confident using IT systems (outlook/word/excel/databases) to undertake the admin tasks of the role.
13. Be working as an effective member of the team and flexible to be able to adapt to the needs of the service.

14. Be able to maintain a positive and professional attitude when dealing with very challenging and emotionally sensitive information.
15. Have a good understanding of client confidentiality, Information Governance and Data Protection.
16. Have good literacy and numeracy skills.
17. Have the ability to work flexibly to meet the requirements of the team and wider service.