

Business Support Officer

Salary: Band 5 £27,346 - £29,170 per annum

Hours: 37 hours per week

Contract: Permanent

Location: Civic Offices, Guildhall Square, Portsmouth, PO1 2AL

Business Support Service - Economy, Transport and Planning Directorate

The Economy, Transport and Planning Directorate supports the delivery of the Team Portsmouth City Vision and the Council's plans for the regeneration and development of Portsmouth. The Business Support Service works with colleagues across property, planning, transport, infrastructure and business management to help services operate effectively and efficiently.

Working arrangements

This is primarily an office-based role because it includes handling physical post, supporting visitors and colleagues, and completing other location-dependent duties

What is the role?

The Business Support Team are responsible for a varied range of administrative and enabling tasks, delivering right across the directorate.

Data entry and recording including:

- Scanning, indexing and processing of parking service correspondence and disabled badge applications
- Checking parking charge enforcement notices and preparing the letters for sending
- Preparing and sending parking permit reminders to residents and businesses

Dealing with customer interactions including:

- Opening, recording, sorting and routing post and payments received to the correct destination on a daily basis
- Recording and routing enquiries from councillors and the public to the appropriate office and monitoring progress against our service targets
- Preparing mail merges and sending out high volume mail outs

Purchasing and transactional finance including:

- Ordering and maintaining stock stationery and office equipment
- Raising and receipting of Purchase orders via the Council's corporate finance system
- Setting up of contracts and suppliers, complying with corporate standards
- Management of travel and accommodation arrangements

Meeting support and administration including:

- Setting up meetings, both internal and external, in person or via Teams/hybrid arrangements.
- Supporting meetings by taking notes and producing minutes and checking these prior to distribution.
- Supporting, where required, Director's and Assistant Directors' Personal Assistants

Providing administrative/technical support/input to operation of business systems including:

- Use of workflow systems including Sitem and Oracle Fusion
- Use of CRM systems currently including Confirm

In person support for colleagues in the office including:

- Meeting and directing visitors/interview candidates
- Reporting of office issues
- Use of resource booking system

Who is the person?

You will need to:

- Be personally resilient and work effectively under time constraints and deadlines
- Have a good eye for detail and accuracy, while being able to work at pace
- Want to gain/improve experience and knowledge of administration work in a local government context
- Have good IT skills and be familiar with Microsoft M365
- Understand workflow systems and be able and willing to develop specific system knowledge via training and support
- A confident communicator with colleagues at all levels in the organisation and with customers of our services
- Be familiar and confident in meeting defined customer expectations
- Be able to effectively manage your time to deliver work assigned to you in a timely way
- Have a clear understanding of confidentiality and data protection
- Be comfortable as part of a high performing team that is flexible in meeting the needs of the service

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](#)

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