Portsmouth CITY COUNCIL

Business Support Officer - Housing / Portsmouth Homes, Housing, Neighbourhood & Building Services (HNB)

Salary: Band 6 - £29,170 - £33,119 p.a.

Hours per week: 37 hours per week - hybrid working can be agreed with manager

Location: Civic Offices, Portsmouth

Contract type: Fixed Term Contract/Secondment for 12 months

About the Directorate:

The **Housing, Neighbourhood and Building Services** Directorate is delivering a range of front-facing services, including building and housing services. It is one of the largest directorates in the city council with a wide and varied mix of functions but all with a core purpose to provide good quality service to our customers, a culture of driving service improvement and generating income.

This role will support housing services within Portsmouth Homes, helping teams deliver good-quality services for tenants and leaseholders, respond to residents' needs and drive service improvement. You will report to Sally Scattergood and provide a comprehensive business support service to her and the housing management team within Portsmouth Homes.

This is an exciting opportunity with a wide-ranging remit and suited to individuals with experience keen to grow and develop. 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.

What is the role?

We are looking for someone who is ready for a challenge, keen to learn and interested in supporting high-quality housing services for tenants and leaseholders. You will be methodical, organised and committed to getting things right first time, with excellent communication skills and significant administrative experience to provide effective support to Assistant Director and the housing management team.

The role will support the monitoring and tracking of key housing priorities and actions for the Assistant Director, including preparing meeting materials and highlighting areas of concern. You will liaise with staff and stakeholders to follow up agreed actions, maintain accurate records and support service improvement.

As a Business Support Officer, you will be a key point of contact for Heads of Service and other managers across Portsmouth Homes and the wider directorate. You will share and manage communications, coordinate support for housing complaints and enquiries, and organise, attend and minute a wide variety of meetings both in person and via Teams. You will work closely with other Business Support Officers and the Executive Assistant to the Director and will need to establish good working relationships with these and other key contacts across the directorate.

The role is part of the business support arrangements for the directorate, and you will be part of a team of officers with similar roles across the directorate working collaboratively together to ensure the smooth operation of business support arrangements.

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The role plays a key part in conveying a professional and positive image for the directorate and will be a positive ambassador for the work of Portsmouth City Council.

Your main duties are:

- Use initiative to anticipate the Assistant Directors business support needs, prioritising and allocating tasks to support effective housing service delivery.
- Manage emails and correspondence when required, identifying urgent matters, redirecting queries, issuing holding responses and drafting replies.
- Maintain systems to track housing projects, priorities, improvement actions and performance information, keeping records accurate and highlighting deadlines, gaps and areas needing attention.
- Work with the AD and Heads of Service to support teams in delivering high-quality housing services for tenants and leaseholders.
- Work independently and collaboratively to resolve issues, identify practical solutions and support smooth business support arrangements.
- Liaise professionally with internal and external contacts, managing competing demands and responding clearly and promptly.
- Coordinate housing management, service performance, improvement and project meetings, ensuring preparation, minutes, actions and papers are completed on time.
- Develop and maintain effective relationships with staff at all levels, councillors, partners and external stakeholders.
- Manage diaries and daily arrangements so the AD has the information, papers and support needed for commitments.
- Plan ahead, manage workload and reprioritise tasks to meet changing demands and deadlines.
- Support housing complaints, enquiries and Freedom of Information requests, liaising with Corporate Complaints and relevant teams to coordinate information and ensure timely responses.
- Acknowledge, log and coordinate councillor and MP enquiries, allocating, tracking and following up to ensure timely responses.
- Handle telephone enquiries professionally, resolving matters where possible or redirecting to the appropriate officer or team.
- Circulate team communications and support managers to keep staff aware of policies, procedures, service updates and compliance requirements.
- Attend confidential meetings to take accurate notes or minutes, recording and following up actions as required.
- Support information sharing across Portsmouth Homes so housing teams remain informed and aligned on priorities.

Who is the person?

You need to:

- Hold a Level 3 qualification in Business Administration or demonstrate equivalent knowledge and skills gained through relevant experience.
- Have knowledge and understanding of housing services and Portsmouth Homes within the Housing, Neighbourhood and Building Services directorate, including key priorities, landlord responsibilities and the importance of listening to tenants and leaseholders.

- Be proficient in the use of IT systems including M365 applications including Word, PowerPoint
- Have a good understanding of the importance of measures and data and the ability to confidently create and use Excel spreadsheets to extract and analyse data.
- Have excellent organisational and time management skills with the ability to work to tight deadlines, adapting quickly to reprioritise workloads at short notice.
- Have the ability to confidently manage multiple diaries, arranging meetings using Outlook while being considerate of conflicting priorities.
- Have excellent communication and people skills, both written and verbal with a confident telephone manner and good literacy and numeracy skills
- Demonstrate a good understanding of Data Protection and the importance of confidentiality when dealing with sensitive information.
- Show an understanding of Portsmouth City Council's structure and responsibilities.
- Be flexible in the timing of working hours to support the demands of the work.
- Possess a high level of self-motivation, ability to self-manage and use you own initiative to solve problems.
- Have demonstrable experience of working within a busy office environment, performing administration duties to a high standard with a large degree of autonomy.

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.