

Business Support Officer (Portsmouth Youth Justice Service)

Salary: Band 5, £27,346 - £29,170 per annum, pro rata for part time

Hours: 18.5 hours per week

Contract: Permanent

Location: Portsmouth Civic Offices.

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.

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 the needs of the team.

Every post is subject to PCC and Portsmouth Safeguarding Children's Board safer recruitment procedures.

Why work in Portsmouth?

Portsmouth is a lively city that offers excellent opportunities to develop you and your career. The city is almost an island with that "inner city" feel, with the advantages of fantastic countryside on its doorstep. With excellent commuter links to London, Brighton and with the continent only being about 4 hours away, it is the perfect place to live and work.

The Service

The Youth Justice Service is situated in the Children, Families and Education Directorate of Portsmouth City Council. 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. We are a multi-disciplinary, partnership organisation that works both within Children and Families Services and the wider Youth Justice System. The YJS has one principle aim which is to prevent offending and reoffending behaviour by children and young people (10 – 17 years of age).

Every local authority has to ensure youth justice services operate within their area.

Our work falls into 3 areas:

- Preventing crime and anti-social behaviour by children and young people
- Community-based supervision of children and young people who have offended and offering services to the Courts.
- Reducing the use of custody (including remand) and supporting resettlement of young people from custody back into their community.

What is the role?

You will need to have good communication skills, IT skills, and literacy levels with an ability to deliver good quality service to a range of people within and outside the team.

You will be:

- Answering and filtering calls to PYJS in relation to all areas of PYJS work, including court work and facilitating requests for 'Appropriate Adults' for young people who are in Police Custody.
- Processing data and documents to support PYJS practitioners, including Court files, results etc.
- Receiving and processing information, initial contacts and referrals from other agencies such as Police, Probation, Health and Social Care.
- Entering information and outcomes on the PYJS case management system (Core+) to ensure accurate records are made and maintained.
- Updating Core+ as required to ensure actions/decisions are recorded and can be communicated in a timely manner.
- Ordering stationery for the PYJS team
- Taking minutes of complex panel meetings.
- Dealing with routine correspondence, typing up letters for PYJS workers, general administration, incoming and outgoing mail, photocopying, scanning and filing.
- Providing ad-hoc Business Support tasks to the PYJS Team e.g. typing, telephone calls and booking meetings/appointments.
- Supporting the PYJS Service Lead and Team Leads with management reports, statistics and data.
- Typing supervision notes, entering this accurately on Core Plus for statutory purposes.
- Administering the collection and presentation of service performance information.
- Supporting administration preparation for HMIP/Ofsted inspections.

Who is the person?

You will:

1. Have experience of working within a customer service role, which is essential. It would be advantageous if this includes experience working Children's and/or Young People's Services.
2. Be able to take accurate and detailed minutes which will contain confidential and sensitive information.
3. Have excellent telephone, and face to face communication skills to be able to deal with a very wide range of callers – some of whom might be very distressed or angry.
4. Have a customer-focus (internal and external) and demonstrate consistently high standards of customer care and customer service.
5. Be able to respond appropriately to enquiries from parents/carers who may be anxious or emotional due to issues concerning the safeguarding and well-being of children.

6. 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.
7. Have empathy for others as you will be dealing with some difficult and upsetting situations.
8. Be able to demonstrate personal resilience and professionalism when exposed to explicit and emotionally challenging information.
9. Have strong organisational skills. Have a good attention to detail and level of accuracy.
10. Have good working knowledge of Microsoft Office and confident using IT systems (outlook/word/excel/databases) to undertake the admin tasks of the role.
11. Be working as an effective member of the team and flexible to be able to adapt to the needs of the service.
12. Be able to maintain a positive and professional attitude when dealing with very challenging and emotionally sensitive information.
13. Have a good understanding of client confidentiality and data protection.
14. Have good literacy and numeracy skills.
15. Have the ability to work flexibly to meet the requirements of the team and wider service.
16. Be able to work to deadlines as set out in Government Legislation.
17. Have the ability to converse at ease with customers and provide advice in accurate spoken English

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.