

Business Support Officer

Salary: Band 5, **£20,452 to £21,816** per annum (£25,652 to £27,363 FTE)

Contract: **Permanent**

Hours: **Part Time** (29.5 hours per week, Tuesday to Thursday 8.30am to 5.00pm, Friday 8.30am to 4.30pm)

Location: **Medina House, Cosham** (North Locality)

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.

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

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 Stronger Futures agenda and other transformational developments.

The Service

The Children and Families Services supports and protects Portsmouth's most vulnerable children and young people enabling them to lead safer, healthier, and more fulfilling lives. It also acts as the corporate parent for the city's Looked after Children.

An opportunity has arisen in the Family Support and Safeguarding North Locality Team for a Business Support Officer, office based at Medina House, Cosham. This is a busy challenging role, perfect for someone who enjoys working as part of a team and wants to do a worthwhile job.

What is the role?

You will provide high quality administrative support to the Locality team who provide intervention with children and families. You will work in partnership with parents and other professionals so that the right services can be provided longer term.

You will be:

- Organising reports and minute taking complex meetings for example, Strategy meetings. Once completed, sending out to family and professionals.
- Facilitating supervision meetings: scheduling diary invites, minute taking of actions and updating the caseload system.
- Entering data into service information and caseload systems to ensure accurate records are kept i.e., MOSAIC
- Administering the collection and presentation of service performance information.

- Dealing with incoming and outgoing post, ensuring service user's information is protected at all times and scanning documents and upload to caseload system.
- Dealing with telephone enquiries from multi agencies, service users and families, ensuring timely responses and concerns relating to the safeguarding of children are signposted and responded to appropriately.
- Updating MOSAIC with decisions made to ensure these decisions are communicated in a timely manner to all involved with our children/young people.
- Maintaining files and documentation.
- Printing reports/templates for meetings.
- Arranging translators, booking accommodation, raising purchase orders, ordering birth certificates and completing Finance tasks.
- Carrying out all necessary word processing, spread sheets, database and presentation duties.
- Dealing with all correspondence, which includes highly confidential information
- Supporting Service Leader and Team Leaders with management reports, stats, diary management and typing.
- Support other areas within the department as required to ensure Business Continuity.

Who is the person?

You will:

1. Have experience or working in an administrative role.
2. Ideally, have experience of working within Children's and/or Young People's Services.
3. Have a basic knowledge of Safeguarding.
4. Be able to take accurate, 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 caller such as other agencies, professionals and service users.
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 parents/carers who may be anxious or emotional due to issues concerning the safeguarding and well-being of children.
8. Be able to maintain a positive and professional attitude and demonstrate personal resilience when exposed to explicit and emotionally challenging information.

9. 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.
10. Have good attention to detail and accuracy.
11. Have strong organisational skills.
12. Have good working knowledge of Microsoft Office and Teams and confidence in using IT systems (outlook/word/excel/databases) to undertake the admin tasks of the role.
13. Have a good understanding of client confidentiality, Information Governance 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.

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.