



Business Administrator Apprentice (Repairs)

Building Services

Salary: £25,948 p.a.

Hours per week: 37

Location: Somerstown Area Housing Office, Portsmouth. Role is office based however you may occasionally need to travel as required between PCC Assets or contractors offices in Portsmouth, Havant, Gosport, Fareham and Winchester.

Contract type: Fixed Term Contract for 16 months

Job Purpose:

We are looking for a person to support the administration of the Building Repairs Service and support the Head of Building Repairs. Candidates must be enthusiastic, good communicators and have excellent attention to detail, being able to manage multiple demands and workstreams arising from the service.

What is the role?

Sitting within the Housing, Neighbourhoods and Building Services directorate, you will be directly reporting to and supporting the Head of Building Repairs by;

Supporting the administration and governance of the Building Repairs Service. The service comprises undertaking response repairs across our varied 17,000 housing stock and 900 corporate buildings to maintain and improve our properties.

The range of duties undertaken in the role will be varied and ensure the running of an efficient and effective service. Tasks may include but are not limited to;

- Arranging and providing administrative support in meetings including the production of agendas, meeting minutes, risk registers and management of action logs.
- Uploading and monitoring information on our IT systems, for example ensuring the repairs and stock database is updated with complaints and survey reports.
- Supporting with collating and preparing data for financial and performance measures across the service.
- Supporting with general administrative duties, including sending letters, raising orders, assisting with organising recruitment, auditing data for accuracy, managing calendars & emails of senior staff, etc.

Who is the person?

The ideal candidate is someone who will:

1. Demonstrate excellent attention to detail with proficient keyboard skills with the ability to produce work efficiently and accurately under time constraints including
 - supporting the management of meetings to ensure that accurate information is recorded during meetings in a timely manner including preparing agendas, minutes, action logs and risk registers to a high standard.



- preparing and reviewing letters to residents, complaints, surveyor reports and updating the database as appropriate in a timely manner
2. Can work independently and be well organised to be able to successfully manage multiple, competing workstreams to ensure that information is provided at the right time to a high standard.
 3. You will need to have least one of the following; GCSE Grade 9-4, GCSE Grade A-C, Functional Skills Level 2 in Maths & English.
 4. Have excellent communication skills, including;
 - Ability to ask effective questions to gather accurate information.
 - Handing over the right information, to the right people and at the right time.
 - Being assertive and challenging while dealing professionally with colleagues, service users, third parties and contractors.
 - Have excellent customer service skills to deliver the high level of customer service.
 5. Have the ability to understand what work is most important and prioritise as appropriate.
 6. Able to work as part of a team to ensure a smooth delivery of the service and be flexible in being able to adapt to the needs of the team.
 7. Are competent to be trained to use a variety of IT databases and systems such as the Repairs and Maintenance Database, as they will need to be updated with timely, relevant and accurate information.
 8. Have relevant experience of using all Microsoft packages; in particular be able to demonstrate practical IT skills using Word, Excel spreadsheets and Outlook. Knowledge of analysing data and MS Project to assist planning projects would be beneficial.
 9. Sufficient knowledge and confidence to be able to work largely autonomously following briefing and direction provided by the Head of Service.
 10. Have a positive attitude towards work, be resilient, embrace change and actively work with your colleagues to improve the service offered to customers.
 11. Be able to use information to problem solve.

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](#).