

Business Support Officer - Building and Supporting Your Futures Teams and Child Safety and Asylum Team.

Salary: Band 5 - £26,473 to £28,239 per annum, pro rata

Hours: 26 hours per week (Monday, Tuesday, Thursday and Friday: 9:00am to 4:30pm (1 hr lunch) Wednesday non-working day)

Contract: Permanent

The Service

The Building and Supporting Your Future Teams and Child Safety and Asylum Team provide social work support to our children in long-term care placements, unaccompanied minors and support to our care leavers. Staff in these teams are responsible for ensuring that our statutory responsibilities for looked after children and care leavers are properly met.

It is a very busy and a challenging role, for someone who enjoys working as part of a team and wants to do a worthwhile job.

The post is situated at the Civic Offices, Guildhall Square, Portsmouth initially until candidate completes a 5 month probation period and competent to introduce a hybrid way of working, (2 days in the office, 2 days working at home).

What is the role?

Most work involves both written and oral communication to provide high quality customer care and the production of accurate and professional records, as well as the ability to multi-task and work well under pressure.

Your duties will include many or all of the following:

- Dealing with and signposting queries via email and telephone, communicating with professionals and service users daily.
- Sorting in-coming and out-going post, dealing with all correspondence in confidence.
- Uploading correspondence and recording information onto caseload systems.
- Booking appointments and arranging meetings.
- Taking minutes of more complex meetings, Safeguarding Strategy meetings and often of a sensitive and/or confidential nature. Completing minutes within the required timescales.
- Maintaining files and documentation.
- Carrying out all necessary word processing, spreadsheets, database and presentation duties.
- Facilitating the unaccompanied minor's administration process and updating relevant systems in relation to government returns and related in-house processes and procedures.
- Arranging interpreters on behalf of the team. Processing purchase orders, i.e., purchasing items as required and correlation of invoices.



- Administering the collection of statutory data and presentation of service performance information for Service Leader and Team Leaders.
- Supporting the preparation for Ofsted inspections and providing specialist support to the Service Managers.

Who is the person?

You need to:

1. Experience of working in an administrative role.
2. Ideally, have experience of working in Children's and/or Young People's Services.
3. Be able to take accurate, detailed minutes of complex meetings which will contain confidential and sensitive information.
4. Have a good working knowledge of Microsoft Office, including Word, Excel, PowerPoint and Outlook.
5. Have good numeracy and literacy skills.
6. Have a customer-focus (internal and external) and be able to demonstrate consistently high standards of customer care and customer service.
7. Have willingness and determination to help service managers and practitioners provide an effective service and support to children and families.
8. Have the ability to resource and collate information.
9. Have a good attention to detail and level of accuracy.
10. Have the ability to work flexibly to meet the requirements of the team and wider service.
11. Have the ability to prioritise your workload and that of others as you maybe organising other diaries.
12. Have strong organisational skills.
13. Have a good awareness of Data Protection and Safeguarding Issues.
14. Be able to respond appropriately to enquiries from parents/carers/professionals/service users who may be anxious or emotional due to issues concerning the safeguarding and well-being of children.
15. Be able to demonstrate personal resilience and professionalism when exposed to explicit and emotionally challenging information, for example, in relation to child maltreatment and abuse.

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.