



## **Business Support Officer (Fostering)**

**Salary:** Band 5, £25,652 to £27,373 per annum

**Contract:** Permanent

**Hours:** Full time (37 hours per week)

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:**

The Children and Families Services helps 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.

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 transformational developments.

### **What is the role?**

You will provide high quality administrative Business Support within Fostering Team, initially office based during training and progressing to hybrid working. The Fostering teams recruit new foster carers and provide ongoing Support to existing foster carers. The role plays a vital part in the Business Support Administrative functions to ensure the smooth-running of business processes.

Most work involves both written and oral communication to provide high quality customer care and towards 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:

1. Minute taking at meetings: Workshops/Partnership meetings/Mockingbird meetings, Panel meetings often of a sensitive and/or confidential nature
2. Supporting the Service Manager with preparation for Ofsted inspections
3. Entering data into service information and caseload systems
4. Administering the collection and presentation of service performance information
5. Dealing with telephone, email and face-to-face enquiries.
6. Facilitating a workflow for placing orders for goods and services and co-ordinating the payment of invoices
7. Booking appointments and arranging meetings
8. Providing administrative support for training courses/events/conferences
9. Maintaining files and documentation
10. Printing of reports for meetings
11. Carrying out all necessary word processing, spreadsheets, database and presentation duties

12. Dealing with all correspondence, including confidential information, and sorting post
13. Drafting correspondence to standard enquiries
14. Ordering equipment and travel requirements for Foster Carers
15. Providing Panel Administrator function for Fostering panels in compliance with statutory requirements, including the collation, checking, distribution of all Panel documentation and providing administrative support to Panel members
16. Any other duties deemed a Band 5 responsibility, including providing Business Support cover for other band 5 and band 4 roles within Children and Families Services as required

### **Who is the person?**

You need:

1. Strong administrative skills with experience of working in an administrative/customer focused role. Experience desirable working in Children and Families Services
2. To be able to take detailed complex minutes
3. Excellent telephone, written and face to face communication skills to be able to deal with a variety of wide range of callers which is essential to the post
4. To 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 and an awareness of sensitive issues when dealing with service users
5. Empathy for others as you will be dealing with some difficult and upsetting situations
6. To have the ability to develop a good professional rapport with a variety of people
7. Be an exemplar and at the forefront of ensuring high standards of customer care and customer service
8. Excellent organisational skills and the ability to prioritise workload
9. Strong literacy and numeracy skills to respond to internal/external correspondence/email
10. A good attention to detail and level of accuracy
11. A good working knowledge of using databases and Microsoft Office, including Word, Excel, PowerPoint and Outlook
12. The ability to source and collate information to maintain accurate statistical records
13. The ability, drive and enthusiasm to develop and implement new working practices and procedures
14. A good awareness of Data Protection, Information Governance and Safeguarding Issues
15. The ability to work flexibly to meet the requirements of the team and wider service
16. Experience of diary management
17. To be a good team player, also able to work on own initiative.

**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.