
Job Profile - Business Administrator Apprentice - Building Services

- Pay range Apprenticeship Pay Band - £25,948
 - Line manager Compliance Manager - Building Services
 - Directorate Housing, Neighbourhoods and Building Services
 - Location Civic Offices, Portsmouth
- Role is office based however you may occasionally need to travel as required between PCC Assets in Portsmouth, Havant, Gosport, Fareham and Winchester

Job purpose

We are looking for a person to support the administration of the Compliance Team and support compliance activities, specifically related to Asbestos.

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 Asbestos Manager by;

Supporting the administration of the Compliance Service specifically related to Asbestos Management for our 17,000 housing portfolio and 900 corporate assets.

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

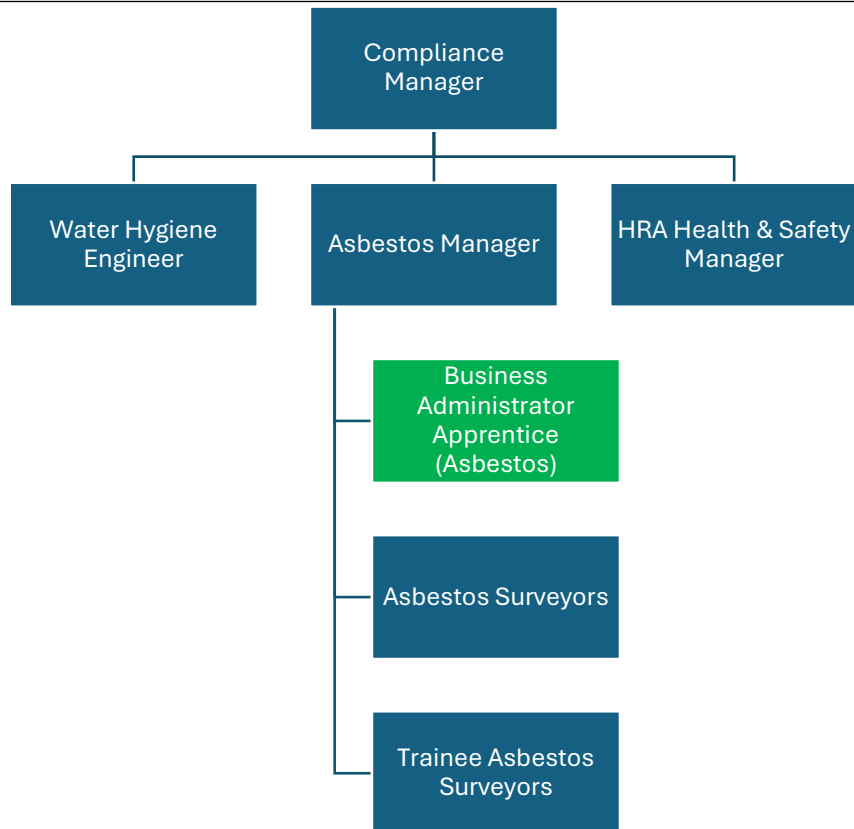
- Arranging and providing administrative support in meetings including the production of agendas, meeting minutes, risk registers and management of action logs.
- Uploading and monitoring information on our IT systems, for example reviewing, interrogating and updating compliance activities on the Repairs and Maintenance Databases and PowerBi Dashboards.
- Supporting with the organising, producing and printing of asbestos management plans.
- Supporting with general administrative duties, including sending letters, raising orders, arranging appointments with sites and clients, providing information to asbestos consultants and dealing with asbestos queries.
- Arranging appointments for the asbestos surveyors to undertake surveys with building users.
- Supporting with the compliance inbox specifically in relation to asbestos management.
- Managing the administrative duties related to asbestos surveys, sampling and certification in order to ensure accurate record keeping related to asbestos management.
- Supporting the wider compliance service as necessary for administration activities.

Who is the person?

The ideal candidate is someone who will:

1. Have excellent customer service skills to deliver the high level of customer service.
2. Display excellent attention to detail to ensure that accurate information is recorded, that agendas, minutes and reports can be produced to a high standard and review of data sets.
3. 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.
4. 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.
5. 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.
6. Have the ability to understand what work is most important and prioritise as appropriate.
7. 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.
8. 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.
9. Have relevant experience of using all Microsoft packages; in particular be able to demonstrate practical IT skills using Excel spreadsheets and Outlook. Knowledge of analysing and interrogating data.
10. Sufficient knowledge and confidence to be able to work largely autonomously following briefing and direction provided by the Head of Service.
11. Have a positive attitude towards work, be resilient, embrace change and actively work with your colleagues to improve the service offered to customers.
12. Be able to use information to problem solve.

Service Structure



T&C of employment

Working hours - Contractual hours are 37 hours per week. Business operational hours are 8am to 6pm with core hours between 9:30-12:00 and 2pm-4pm, but there will need to be flexible to reflect the fact that most services are provided 24 hours, 365 days of the year.

Learning & development - Support will be given to enable the post holder to continually develop their skills and experience. The council has a range of training opportunities.

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](#).

The assessment day/interview for this role will be on Friday 2nd of October.

If you have any questions, or would like an informal discussion about the role, please call Jon Latter, Compliance Manager on 07387 249 545 or email Jonathan.latter@portsmouthcc.gov.uk.