



## **Business Support Assistant (Early Help)**

**Salary:** Band 4, £25,948 - £26,473 per annum, pro rata

**Hours:** 14.8 hours per week (Monday and Tuesday, 08:30 - 17:00)

**Contract:** Permanent

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

### **The Service**

The Early Help and Prevention Service in Portsmouth is a new way of doing things – providing extra practical help with families early on, to stop problems getting worse. We talk with families about the things that are most important to them, what might help and what we can do differently to help them. This is how we start working together with the whole family to help get things back on track.

We are committed to working with families to repair harm and relationships. We are restorative in all we do, working closely with partnership agencies to provide high challenge and high support, building strong relationships between practitioners and their families. We have been recognised by Ofsted as a "Good" Local Authority, working systemically to provide services improving outcomes for children and their families.

As a service we take pride in our work by valuing others, focusing on what's important so that we make a real and positive difference. Our values are outlined in our Ways of Working and our Guiding Principles and if they reflect how, you are and how you work then this could be the role that meets your expectations.

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

Reporting to the Locality Business Support Officer, you will provide a pivotal role in the day-to-day running of the Family Hub.

Within this front facing customer service role you will greet family hub users and professionals who have come to use the venue. You will ensure the smooth operational running of the 0-19 Early Help and Prevention Service's business processes within the Family Hub. Roles can vary greatly depending on the business needs relating to the Family Hub; however, the tasks require high quality written and oral communication and a commitment to the continuous provision of high-quality customer care and the ability to multi-task and work well under pressure.

The role will include:

- Undertaking a range of administrative tasks relating to the efficient operation of the Family Hub premises. Which includes working autonomously facilitating the venue: key holding, online room booking system, routine daily building checks and reporting repairs.
- Being responsible for opening & securing the building.
- Customer service - liaising with a range of Family Hub users.



- Collate, present, and distribute information, as required.
- Support the provision of information and advice to service users across all media formats.
- Dealing with telephone, email and face-to-face enquiries.
- Carrying out all necessary word processing, spreadsheets, data base and presentation duties.
- Supporting the preparatory work required for routine audit and inspection processes.
- Expectation to undertake first aid training
- Entering data into service information and caseload systems and administering the collection and presentation of service performance information, as required.
- Cover for other Business Support Assistant roles within the Early Help and Prevention Service, as required.
- Designated first aider (a willingness to train for qualification)

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

#### **You will need:**

1. Experience of working in an administrative role within a busy, public-facing office environment and ideally, experience of working in Children's and/or Young People's Services.
2. A good working knowledge of Microsoft 365, including MS Teams, Word, Excel, Access, PowerPoint, and Outlook.
3. Excellent numeracy and literacy skills.
4. Excellent communication skills - a professional manner in communicating, verbally and in writing.
5. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
6. Be organised, trustworthy and reliable.
7. A customer-focus (internal and external) and be able to demonstrate consistently high standards of customer care and customer service.
8. A willingness and determination to help the wider Early Help and Prevention Service to provide an effective service and support to children and families.
9. The ability to resource and collate information.
10. A good attention to detail and level of accuracy.
11. The ability to work flexibly to meet the requirements of the team and wider service.
12. Experience of facilitating a building/venue and an awareness of health and safety issues.
13. The ability to prioritise and plan your workload.
14. A self-motivated, proactive attitude to work, with experience of working autonomously.
15. A good awareness of GDPR and Safeguarding Issues.

### **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.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.