



Business Support Officer - Family safeguarding

Salary: Band 6 - £28,239 to £32,061 per annum

Contract: Full-time / Permanent

Location: Civic Offices/Portsmouth

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, young people and adults who may be vulnerable, and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

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

Why work for Portsmouth City Council:

The Children, Families & Education Service provides social work, care, support and intervention with children, young people and their parents/carers. This includes Family Help, Children in Need of Support, Protection and Care, including Care Experienced, Children with Disabilities and Young People who offend and/or are at risk of exploitation.

Portsmouth City Council is committed to keeping the welfare of children, young people and their parents / carers paramount. As part of our approach, we are committed to working with families to repair harm and relationships.

We are restorative in our approach to working with families and each other, working closely with partner agencies including health, police, education, housing and voluntary agencies to build strong relationships. Portsmouth has implemented a Portsmouth Model of Family Practice which incorporates the Family Safeguarding model, promoting direct work with parents to address any mental health, substance use and/or unhealthy relationship difficulties which may impact on their parenting.

Judged 'Outstanding' by Ofsted across all areas of inspection, we are committed to promoting a 'whole family' approach to Family Help, safeguarding and to support children we care for in Portsmouth. We continue to provide significant investment in intervention with children, young people and their families to make this a reality.

In their inspection in July 2026, Ofsted recognised:

- "Children, care-experienced young people and families receive timely, purposeful and bespoke help from a skilful workforce."
- "Practitioners know them well, and strong relationships support them to make sustained, meaningful progress."



- "The palpable sense of care, attention to detail about young people's lives and ambition for them is a distinctive, significant strength."

Portsmouth is committed to being on an active anti-racist journey. In 2024 we signed up to the Social Care Workforce Race Equality Standard (WRES). The WRES programme aims to progress workforce race equality in adult and children's social care and empower local authorities to address any gaps or concerns of inequality in their workforce.

The Team

The Family Safeguarding Adult Team is integrated into Children's Services, providing intervention with parents & carers to actively support change, with the intention to help more children to live safely at home.

Portsmouth City Council is committed to promoting a multi - disciplinary, 'whole family' approach to Family Help, safeguarding and reunification in Portsmouth. We want families to bring up their children to be safe and well, offering support to prevent the need for care, reduce the length of care when it is required, and to always strive for children to return home whenever it is safe and, in the child's, best interest to do so.

The key focus is to work collaboratively and in partnership with families to tackle vulnerability and their individual needs. This includes providing specialist advice and guidance to professionals and undertaking direct work with parents / carers to address their assessed mental health, substance use and domestic abuse needs. This aims to improve their parenting skills and capacity to achieve and sustain positive change. This also includes liaising with established adult services where additional specialist provision is required.

About the Role

We are looking for an experienced and motivated Business Support Officer to join our team and lead the delivery of high-quality administrative, data, and operational support. This is a Band 6 role with line management responsibilities, ideal for someone who is organised, detail-driven, and confident in managing competing priorities in a fast-paced service.

You will play a key role in ensuring the smooth running of day-to-day business functions, supporting managers and practitioners, and driving improvements in the way our team uses data and digital tools. Our work spans administrative coordination, data management, performance information, meeting support, and enabling functions needed across the service.

The post holder will:

- Work as part of a multi-disciplinary team to safeguard parents / carers and their children.
- Provide general administration support to the FSAT team.



- Deliver high-quality administrative support including minute-taking, scheduling, correspondence handling, and document preparation.
- Gather, maintain, analyse, and quality-assure service data to support operational reporting and governance requirements.
- Design and maintain Excel tools, including formulas, data validation, and performance dashboards.
- Support the production of reports, quality assurance activity, and management information.
- Navigate multiple systems, ensuring compliance with data protection and organisational standards.
- Manage Business Support staff, providing day-to-day oversight, guidance, and performance support.
- Monitor workflows and performance targets, identifying areas for improvement.
- Promote a positive, family-focused culture aligned with family safeguarding and council values.
- Liaise with external partners to coordinate joined up working and partnerships.
- Communicate with parents / carers who are supported by the team as needed.

Who is the person?

You will be an organised, proactive, and detail-driven individual with strong communication skills and the confidence to manage staff and complex administrative demands.

You will have:

- Experience in a business support role.
- Experience and confidence to manage data and present in an accessible format.
- Proficiency in Microsoft 365, including OneNote, Word, PowerPoint, Outlook, SharePoint and Teams.
- Experience of working in Excel to a high standard, including formulas, data validation and spreadsheet development.
- Attention to detail, with the ability to quality assure own and others work and correct inconsistencies.
- Strong analytical skills with proven experience in handling, evaluating and presenting complex dataset.
- Understanding of Children & Families services and a good understanding of safeguarding and Data Protection including GDPR.
- The ability to manage workloads effectively and flexibly under time constraints and deadlines.



- Confidence managing and supporting staff members, including ability to support and motivate others.
- Strong communication skills, both written and verbal.
- Ability to work independently and proactively, combined with determination to support shared team priorities.
- Experience of budgetary monitoring including tracking project spendings, working alongside the Service Lead to monitor the annual finances.

What We Offer

Portsmouth City Council is a unique organisation, committed to making a difference, and is guided by core values that set who we are as people, what we stand for, and how we act. You will become a part of a supportive, collaborative working environment, with opportunities for professional development. The Family Safeguarding Adult Team is a team where your contribution makes a real difference.

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.