

Job Profile - Out of Hours Officer

- Job family Out of Hours
- Pay range Band 7 £32,061 - £36,363 - pro-rata 30 hrs/week annualised (actual salary £31,714.38 - £35,969.88 inclusive of 22% enhancement for shift work)
- Line manager Out of Hours Operations Manager
- Directorate Housing, Neighbourhoods and Building Services
- Location Portsmouth City Council, Civic Offices

Service Purpose

To provide suitable help and advice outside of office hours.

The Out of Hours team plays a vital role within the Housing, Neighbourhood and Building Services Directorate, operating 365 days a year to respond to urgent needs across a wide range of services. These include emergency repairs, cleaning, alarm response, homelessness duty, supported housing, and kennel services—supporting over 17,000 council-owned and leasehold properties.

We are committed to delivering a responsive, customer-focused service that ensures residents of Portsmouth can access help and advice whenever they need it.

Job purpose

As an Out of Hours Officer, you will be the first point of contact for residents, contractors, and partner agencies seeking urgent support outside of standard office hours. Working independently and often alone, you will respond to a wide range of service needs across Portsmouth City Council's housing portfolio, including emergency repairs, alarm activations, homelessness support, and welfare checks.

This is a dynamic, hands-on role that requires excellent problem-solving skills, adaptability, and sound judgement. You will be expected to visit residents' homes, assess situations, and take appropriate action including using lifting equipment to assist individuals who have fallen (full training provided). The role also includes responding to cleaning requests, providing access to properties, and supporting vulnerable residents.

Clear, concise communication is essential, particularly when handing over cases to in-hours teams to ensure continuity of service. You will need to be confident using multiple IT systems to log and escalate issues, and comfortable working across a variety of service areas with shifting priorities.

What is the role?

As an Out of Hours Officer, you will work exclusively outside of standard office hours on a rota basis, including evenings, nights, weekends, and public holidays. This is a hands-on, mobile role that requires flexibility, independence, and a strong sense of responsibility.

The role is a blend of desk-based and mobile work. You'll spend a significant portion of your time in the office, answering calls, logging cases, and coordinating responses using multiple IT systems. At the same time, you'll also be expected to attend properties across the city—responding to emergencies such as alarm activations, welfare checks, cleaning requests, and access issues.

You'll often work independently, making real-time decisions and problem-solving on the spot. Clear communication is essential. You'll also be trained to use lifting equipment to assist residents who may have fallen, and you'll need to be comfortable working in a variety of environments and situations.

This is a varied and rewarding role for someone who thrives on responsibility, adapts quickly to change, and is committed to delivering excellent service, whatever the hour.

Who is the person?

Your application needs to demonstrate that you:

1. **Can work flexibly and reliably outside of standard office hours**, including evenings, nights, weekends, and public holidays, as part of a rota-based team.
2. **Have excellent customer service skills**, with the ability to remain calm and professional under pressure in a fast-paced environment.
3. **Are confident working independently**, including lone working, and can manage your own workload while prioritising multiple and sometimes competing demands.
4. **Have strong problem-solving skills**, using sound judgement to assess situations, make decisions, and take appropriate action.
5. **Communicate clearly and effectively**, both verbally and in writing, to ensure accurate handovers and continuity of service between out-of-hours and in-hours teams.
6. **Are adaptable and resilient**, able to respond to a wide range of service requests across different environments and adjust quickly to changes in procedures or priorities.
7. **Are comfortable working in the community**, including visiting residents' homes, assessing situations on site, and making decisions that support resident safety and wellbeing.
8. **Are willing and able to carry out physical aspects of the role** (training provided) to assist residents who may have fallen or require mobility support.
9. **Have strong IT skills**, with experience using databases and spreadsheets to log, track, and analyse information accurately.
10. **Have experience in resource coordination**, including allocating tasks to contractors or staff and ensuring timely responses to service needs.
11. **Hold a full UK driving licence**, and are able to travel across Portsmouth and surrounding areas to respond to service demands as required.
12. **Can identify and manage risk**, ensuring the safety of yourself, colleagues, and residents in all situations.
13. **Are able to pass a Basic DBS check**, as this role involves working with vulnerable individuals and accessing private residences.

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

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.