



Business Administrator Apprentice

Completing a Level 3 Business Administration apprenticeship

Salary: £24,310 p.a.

Hours per week: 37

Location: Civic Offices, Portsmouth

Contract type: Fixed Term Contract for a total of 21 months which includes the end point assessment

We are looking for a Business Administrator Apprentice to join us supporting our Housing Regulation licensing team within the Private Sector Housing service, who deliver a responsive and effective services to anyone who approaches the city council needing help regarding their home. This includes the delivery of statutory functions relating to housing standards and licencing of Houses in Multiple Occupation (HMO). Candidates must be enthusiastic, good communicators, organised, methodical and able to prioritise multiple demands.

What can we offer?

We can provide you with an opportunity to work across all areas of Private Sector Housing, supporting all the teams which cover a diverse service to support our customers. We will support you by providing opportunities to train and develop your existing knowledge and skills.

What is the role?

You will be based at the Portsmouth City Council Civic Offices reporting directly to the Housing Regulations Manager.

You will be required to support the Private Sector Housing teams to manage our HMO licensing Service provision by carrying out a range of administrative duties including answering customer enquiries, resolving issues, call taking, uploading information on our IT systems, recording, and analysing data and supporting the Housing Regulations Licensing Team.

You may be the first point of contact for Landlords, Licence Holders, and Property Agencies as we offer a frontline service. As the Business Administrator Apprentice, you will also be responsible for providing advice, guidance and assistance to customers contacting the service in line with the Housing Act 2004.

Who is the person?

Your application needs to demonstrate that you:

- Have excellent customer service skills; you must have a good telephone manner to deliver the high level of customer service.
- Can work independently, are well organised and able to prioritise and manage multiple demands as appropriate.
- Have excellent communication skills, including the ability to ask effective questions to gather accurate information about the services requested.
- Delivering the right information, to the right people and at the right time



- Be able to respond professionally to colleagues, service users, third parties and contractor operatives.
- Be organised, methodical and have an eye for detail when managing demands received and have the ability to prioritise as appropriate.
- 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.
- Are competent using a variety of IT databases and systems as they will need to be updated with timely, relevant, and accurate information.
- Have a positive attitude towards work, be resilient, embrace change and actively work with your colleagues to improve the service offered to customers.
- Be able to use information to problem solve.
- Be willing to work outside of standard office hours, if and, when required

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](#).