Portsmouth CITY COUNCIL

Business Support Assistant (Early Years and Childcare)

Salary: Band 4, £26,033 to £27,346 per annum, pro rata

Contract: Permanent

Hours: 25.25 hours per week

Portsmouth Local Authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment to improve outcomes for children.

DBS Disclosure at Standard 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 Partnership safer recruitment procedures.

The Service: In Portsmouth we are passionate about all our children and young people enjoy a healthy, happy and safe childhood that gives them the opportunity to get the best out of life and a good transition into adulthood.

The Early Years and Childcare Service oversees all the early years work across the City from administering Government's early education funding to providing challenge and support to childcare providers on a range of issues from quality, inclusion and business sustainability.

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.

What is the role:

Reporting to the Early Education Funding Officer, this is a varied role providing administrative support on all aspects of delivering our responsibilities for the funding.

Specific duties include:

- Providing administrative and business support to the Early Education Funding team and the wider Early Years team ensuring the efficient delivery of services.
- Assisting early years providers, parents/carers and other professionals with enquiries relating to Early Education Funding, including guidance on funding processes and the submission of funding claims.
- Importing, validating and maintaining data within bespoke systems, including Synergy, always ensuring accuracy and data integrity.
- Responding to telephone, email, and face-to-face enquiries from early years providers and stakeholders delivering excellent customer service while handling sensitive and confidential information in line with data protection and information governance requirements.
- Working collaboratively with colleagues and external partners to resolve queries and support the effective administration of Early Education Funding.
- Providing support with auditing and validating funding allocations and claims.

- Collecting, processing, scanning, and indexing information and documents to support service delivery.
- Supporting new and existing providers to understand funding requirements and submit accurate claims within prescribed timescales.
- Contributing to the continuous improvement of systems, processes and procedures to enhance the efficiency and effectiveness of the Early Years Funding Service while supporting service development and maintaining ongoing personal development to improve knowledge, skills and service delivery.
- Investigating issues within the Synergy system for parents and providers, identifying key information and recommending solutions to support the Early Education Funding Officer in resolving queries and system-related problems.

General duties may include:

- Liaison with early years providers parents, carers and other partners.
- Processing and maintaining data within organisational systems.
- Maintaining accurate electronic records, files and documentation.
- Processing new provider applications/referrals and other enquiries.

Who is the person?

You need to have:

- An understanding of early education funding entitlements.
- Experience in working in an administrative role.
- Excellent IT skills, with a proven ability to quickly learn, adapt to, and effectively use complex systems and databases.
- A good working knowledge of Microsoft Office, including; Word, Excel, PowerPoint, Outlook and Teams.
- Data management skills with experience of importing, validating and maintaining data within complex systems, ensuring accuracy, data integrity and compliance with organisational requirements
- Excellent literacy and numeracy skills.
- Good communication skills both written and verbal, with a range of partners.
- Excellent customer focus (internal and external).
- The ability to resource and collate information.
- A high level of attention to detail and accuracy.
- The ability to work flexibly to meet the requirements of the team and wider service.
- The ability to prioritise your workload.
- An awareness of Data Protection and Safeguarding issues.

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)

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).

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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.