

Business Support Officer

Salary: Band 5 £25,652- £27,363 per annum

Hours: 37 hours per week

Contract: Permanent

Economy Transport and Planning Directorate

Our Directorate plays an important part in delivering the [City Vision](#) and leads our ambitious plans to regenerate Portsmouth. This role is within our Business Support Team who provide support services as diverse as business support officers, programme delivery support and assurance, community engagement, building information management and bid management.

We work with property, planning, transport and infrastructure experts and our specialist colleagues in Business Management to ensure our initiatives are successful and our everyday business operations are supported effectively and efficiently.

Working Pattern

The demands of this post mean that you should be prepared to travel to the Civic Offices daily. As a minimum, the post holder will be expected to be available during core working hours which are Monday to Friday 0900-1200, 1400-1600 but the exact working times will depend on business need.

Working from home is the exception in this role and where agreed we expect that there will be a suitable work environment, including being able to fully meet our information security requirements.

Supporting you to succeed

You will be supported through line management, training and mentoring to be successful and develop your career in a professional and supportive working environment.

What is the role?

The Business Support Team are responsible for a varied range of administrative and enabling tasks, delivering right across the Regeneration Directorate.

Data entry and recording including:

- Scanning, indexing and processing of parking service correspondence and disabled badge applications
- Checking parking charge enforcement notices and preparing the letters for sending
- Preparing and sending parking permit reminders to residents and businesses

Dealing with customer interactions including:

- Opening, recording, sorting and routing post and payments received to the correct destination on a daily basis
- Recording and routing enquiries from councillors and the public to the appropriate office and monitoring progress against our service targets
- Preparing mail merges and sending out high volume mail outs

Purchasing and transactional finance including:

- Ordering and maintaining stock stationery and office equipment
- Raising and receipting of Purchase orders via ERP system
- Setting up of contracts and suppliers, complying with Corporate standards
- Management of travel and accommodation arrangements

Meeting support and administration including:

- Setting up meetings, both internal and external, in person or via Teams/hybrid arrangements.
- Managing meeting administration, including Teams lobby, breakout rooms and or hybrid arrangements.
- Supporting meetings by preparing agendas, taking notes and producing minutes and checking these prior to distribution.
- Supporting, where required, Director's and Assistant Directors' Personal Assistants

Providing administrative/technical support/input to operation of business systems including:

- Use of workflow systems including Sidem and Oracle Fusion
- Use of CRM systems currently including Evolutive and Confirm
- Assistance with Freedom of Information Requests and Corporate Complaints

In person support for colleagues in the office including:

- Meeting and directing visitors/interview candidates
- Reporting of office issues
- Use of resource booking system for new starters/visitors

Who is the person?

You will need to:

- Be personally resilient and work effectively under time constraints and deadlines
- Have a good eye for detail and accuracy, while being able to work at pace
- Want to gain/improve experience and knowledge of administration work in a local government context
- Have good IT skills and be familiar with M365 including Teams, OneDrive and SharePoint
- Understand workflow systems and be able and willing to develop specific system knowledge via training and support
- A confident communicator with colleagues at all levels in the organisation and with customers of our services
- Be familiar and confident in meeting defined customer expectations
- Be able to effectively manage your time to deliver work assigned to you in a timely way
- Have a clear understanding of confidentiality and data protection
- Be comfortable as part of a high performing team that is flexible in meeting the needs of the service

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.