



ASC - Finance - Administrative Assistant

Salary: Band: 5 - £27,346 - £29,170 per annum

37 hours per week

Office attendance is required minimum 2-days a week for full time staff, this remains flexible, subject to business need. **This role will be solely based at the Civic Offices 5 days per week while you learn and develop the skills required.** Once you're fully competent in all aspects of the role, the option of hybrid working could be explored — balancing flexibility with the needs of the service.

Location: Civic Offices, Portsmouth

The Service

The Adult Social Care Finance Team sits within the Finance Directorate and plays a vital role in supporting the Adult Social Care service and their clients. Our work ensures financial processes in relation to Adult Social Care run smoothly; client's care packages are sourced and arranged in a timely manner and payments to providers are made according to contractual terms.

The team is made up of several specialist areas, including:

- ASC Care Purchasing - responsible for the sourcing and commissioning of care packages to meet individual need.
- ASC Payments - ensuring providers are paid for services provided.
- ASC ContrOCC Support & Provider Portal - ensuring providers accurately reflect care provided which drives client charging and provider payments.

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?

Working in the ASC Finance Team, you will be responsible for providing administrative support across the ASC Care Purchasing Team and ASC Payments Team daily. Providing administrative support across the ASC Finance Teams, responsible for the accurate and timely recording of care package line items, accurate and timely provider payments, mailbox management and collation of team performance statistics.

The role will involve working within a busy, fast paced team, so experience of working in a busy office environment is essential to this role. With a high volume of email's, attention to detail is critical to ensure financial commitments and system set up is accurate to enable correct invoicing and payment functions.

As an ASC Finance Administrative Assistant, you'll play a key role in keeping our financial processes running smoothly.

Day-to-day responsibilities will include:

- Managing regular administrative tasks, such as taking calls and handling queries by phone, email, or in person.
- Mailbox management - email triage and performance monitoring.
- Query resolution and monitoring to ensure timely responses for resolution.
- Responding to enquiries received by email, post, telephone or face-to-face
- Processing incoming and outgoing mail through the use of email and/or paper correspondence.
- Maintaining records and files (electronic and paper)
- Any other duties required appropriate for the post.

This is a varied and rewarding role where attention to detail is essential and great communication skills make a real difference to the people we support.

The role will require the daily use of various electronic systems such as "ContrOCC" the ASC Finance system, SystmOne, the Adult Social Care case management system, the Provider Portal and various spreadsheet use. Therefore IT literacy and the ability to learn new systems is vital as it the understanding of data protection and confidentiality.

Who is the person?

You need:

1. An understanding of Adult Social Care services.
2. An understanding of commissioning practice.
3. Excellent time management skills with ability to change priorities to meet business demand.
4. Experience of working in a busy finance or administrative environment is essential.
5. Experience of dealing with external providers.
6. Excellent written communication skills, including excellent letter writing and note taking skills.
7. Strong IT skills, including experience of using Microsoft Office applications, and being confident with the use of technology.
8. Working experience of office procedures and professional conduct.
9. Good analytical skills.
10. A high standard of literacy and numeracy.
11. Ability to work on own initiative and plan and prioritise work.
12. Ability to work with limited supervision.
13. A positive outlook and a flexible approach to work.
14. Ability to work in the best interests of the team.
15. Ability to produce accurate work, giving attention to detail.
16. Ability to work under pressure & to deadlines.
17. Full appreciation of equalities & customer care
18. A solid understanding of GDPR and how to work within this legislation.



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](#).