

## **Business Support Officer - MASH**

**Salary:** Band 5, £26,473 to £28,239 per annum

**Hours:** 37 Hours per week

**Contract:** 1 Year Fixed Term contract

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.

Every post is subject to PCC and Portsmouth Safeguarding Children's Board safer recruitment procedures.

### **The Service**

The Children's Social Care service supports and protects Portsmouth's most vulnerable children and young people enabling them to lead safer, healthier, and more fulfilling lives. It also acts as the corporate parent for the city's Looked After Children.

There is an administrative post vacancy available in the Multi Agency Safeguarding Hub (MASH) which is situated in the Civic Offices, Portsmouth. This MASH team provides short term intervention with children and families so it is important they work in partnership with parents and other professionals so that the right services can be provided longer term.

The team receive all initial referrals and contacts to support safeguarding children, via telephone and outlook emails (child protection/welfare issues). It is a very busy and a challenging role, for someone who enjoys working as part of a team and wants to do a worthwhile job.

### **What is the role?**

You will be:

- Undertaking work in processing initial contacts and referrals from other agencies such as the Police, Probation and Education and members of the public. Entering data into service information and caseload systems.
- Dealing with all correspondence, including confidential information, general administration, incoming and outgoing mail, and indexing correspondence onto an electronic filing database system.
- Taking telephone contacts/referrals and enquiries from professionals and the public.
- Using IT systems including in-house databases to interrogate information and a high level of data input about service requirements and to complete admin tasks.
- Supporting and preparation for Ofsted inspections and providing specialist administrative support to inspectors.

## **Who is the person?**

You will:

1. Experience working within Children's and/or Young People's Services.
2. Have excellent telephone manner including patience, professional empathy, and active listening skills to be able to deal with a very wide range of callers – some of whom might be very distressed or angry. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
3. Be able to respond appropriately to enquiries from parents/carers who may be anxious or emotional due to issues concerning the safeguarding and well-being of children.
4. Be able to demonstrate personal resilience and professionalism when exposed to explicit and emotionally challenging information.
5. Have strong organisational skills, be able to prioritise along with a proactive attitude. Have a good attention to detail and level of accuracy.
6. Have good working knowledge of Microsoft Office and confident using IT systems (MS Teams/Outlook/Word/Excel/Databases) to undertake the admin tasks of the role.
7. Be working as an effective member of the team and flexible to be able to adapt to the needs of the service.
8. Have a good understanding of client confidentiality and data protection including GDPR.
9. Have good literacy and numeracy skills.
10. Can work flexibly to meet the requirements of the team and wider 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.**

