

Business Support Officer (Portsmouth Youth Justice Service)

Salary: Band 4, £13,016 to £13,673 per annum (FTE £26,033 to £27,346 per annum)

Hours: 18.5 hours per week (Wednesday 8:30am- 12.45pm, Thursday 8.30am-5.00pm and Friday 8.30pm-4.30pm) based at

Location: Civic Offices, Portsmouth

Contract: Fixed Term for 6 months

Portsmouth City Council is committed to safeguarding and promoting the welfare of children, and young people, and expects all staff and volunteers to share this commitment. Every post is subject to PCC and Portsmouth Safeguarding Children Partnership safer recruitment procedures.

Going forward, the service and its Business Support function will embrace change, have a strong and sharp focus on exceptional customer care, and will respond flexibly and effectively to the needs of the team.

The Service

The Youth Justice Service is situated in the Children, Families and Education Directorate of Portsmouth City Council. 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. We are a multi-disciplinary, partnership organisation that works both within Children and Families Services and the wider Youth Justice System. The YJS has one principle aim which is to prevent offending and reoffending behaviour by children and young people (10 – 17 years of age).

Every local authority has to ensure youth justice services operate within their area. Our work falls into 3 areas:

Preventing crime and anti-social behaviour by children.

Providing community-based supervision of children and offering services to the Courts to prevent offending and reoffending

Reducing the use of custody (including remand) and supporting resettlement of children from custody back into their community.

What is the role?

You will need to have good communication skills, IT skills, and literacy levels with an ability to deliver good quality service to a range of people within and outside the team.

You will be:

- Answering and filtering calls to YJS in relation to all areas of YJS work, including court work and facilitating requests for 'Appropriate Adults' for children who are in Police Custody.

- Processing data and documents to support YJS practitioners, including Court files, results etc.
- Receiving and processing information, initial contacts, and referrals from other agencies such as Police, Probation, Health, and Social Care.
- Entering information and outcomes on the YJA case management system (Core+) to ensure accurate records are made and maintained.
- Updating Core+ as required to ensure actions/decisions are recorded and can be communicated in a timely manner.
- Ordering stationery for the YJS team
- Taking minutes of YJS team meetings.
- Dealing with routine correspondence and general administration e.g. typing letters, processing forms and referrals, dealing with incoming and outgoing mail, photocopying, scanning, and filing.
- Providing ad-hoc Business Support tasks to the YJS Team e.g. typing, telephone calls and booking meetings/appointments.
- Supporting the YJS Service Leader and Team Leaders with management reports, statistics, and data.
- Typing supervision notes, entering this accurately on Core Plus for statutory purposes.
- Administering the collection and presentation of service performance information.
- Supporting administration preparation for HMIP/Ofsted inspections.

Who is the person?

You will:

1. Have experience of working within a customer service role, which is essential. It would be advantageous if this includes experience working Children's and/or Young People's Services.
2. Have excellent telephone, and face to face communication skills to be able to deal with a very wide range of callers – some of whom might be very distressed or angry.
3. Have a customer-focus (internal and external) and demonstrate consistently high standards of customer care and customer service.
4. 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.
5. Be a good listener as you will need to get the right information from a caller in order to put them in touch with the right people in the office.
6. Have empathy for others as you will be dealing with some difficult and upsetting situations.
7. Be able to demonstrate personal resilience and professionalism when exposed to explicit and emotionally challenging information.
8. Have strong organisational skills. Have a good attention to detail and level of accuracy.

9. Have good working knowledge of Microsoft Office and confident using IT systems (outlook/word/excel/databases) to undertake the admin tasks of the role.
10. Be working as an effective member of the team and flexible to be able to adapt to the needs of the service.
11. Be able to maintain a positive and professional attitude when dealing with very challenging and emotionally sensitive information.
12. Have a good understanding of client confidentiality and data protection.
13. Have good literacy and numeracy skills.
14. Have the ability to work flexibly to meet the requirements of the team and wider service.
15. Be able to work to deadlines as set out in Government Legislation.
16. Have the ability to converse at ease with customers and provide advice in accurate spoken English.

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.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.