Business Administrator Apprentice - Building Services
Job Pack

Portsmouth CITY COUNCIL

Job Profile - Business Administrator Apprentice (Repairs) - Building Services

- Pay range   Apprenticeship Pay Band - £24,310 p.a.
- Line manager   Head of Building Repairs - Building Services
- Directorate   Housing, Neighbourhoods and Building Services
- Location   Somerstown Area Office, Portsmouth
  Role is office based however you may occasionally need to travel as required between PCC Assets in Portsmouth, Havant, Gosport, Fareham and Winchester

Fixed Term Contract for 24 months

Qualification: Business Administration Level 3 with HTP Apprenticeship College

37 hours per week Monday - Friday

Job purpose:

We are looking for a person to support the administration of the Building Repairs Service and support the Head of Building Repairs.

Candidates must be enthusiastic, good communicators and have excellent attention to detail, being able to manage multiple demands and workstreams arising from the service.

What is the role?

Sitting within the Housing, Neighbourhoods and Building Services directorate, you will be directly reporting to and supporting the Head of Building Repairs by;

Supporting the administration and governance of the Building Repairs Service. The service comprises undertaking response repairs across our varied 17,000 housing stock and 900 corporate buildings to maintain and improve our properties.

The range of duties undertaken in the role will be varied and ensure the running of an efficient and effective service. Tasks may include but are not limited to;

- Arranging and providing administrative support in contractor meetings including the production of agendas, meeting minutes, risk registers and management of action logs.
- Uploading and monitoring information on our IT systems, for example ensuring the repairs and stock database is updated.
- Supporting with financial and performance measures across the service.
- Supporting with general administrative duties, including sending letters, raising orders, assisting with organising recruitment, managing calendars & emails of senior staff, etc.

Who is the person?

The ideal candidate is someone who will:

1. Have excellent customer service skills to deliver the high level of customer service.

2. Display excellent attention to detail to ensure that accurate information is recorded, and that agendas, minutes and reports can be produced to a high standard.

3. Can work independently and be well organised to be able to successfully manage multiple, competing workstreams to ensure that information is provided at the right time to a high standard.

4. You will need to have least one of the following; GCSE Grade 9-4, GCSE Grade A-C, Functional Skills Level 2 in Maths & English.

5. Have excellent communication skills, including;

   - Ability to ask effective questions to gather accurate information.

   - Handing over the right information, to the right people and at the right time.

   - Being assertive and challenging while dealing professionally with colleagues, service users, third parties and contractors.

6. Have the ability to understand what work is most important and prioritise as appropriate.

7. Able to work as part of a team to ensure a smooth delivery of the service and be flexible in being able to adapt to the needs of the team.

8. Are competent to be trained to use a variety of IT databases and systems such as the Repairs and Maintenance Database, as they will need to be updated with timely, relevant and accurate information.

9. Have relevant experience of using all Microsoft packages; in particular be able to demonstrate practical IT skills using Excel spreadsheets and Outlook. Knowledge of analysing data and MS Project to assist planning projects would be beneficial.

10. Sufficient knowledge and confidence to be able to work largely autonomously following briefing and direction provided by the Head of Service.

11. Have a positive attitude towards work, be resilient, embrace change and actively work with your colleagues to improve the service offered to customers.

12. Be able to use information to problem solve.

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

Please also answer the following questions in your application for this apprenticeship:

- **Do you have an education, health or care plan provided by the local authority or have you been in the care of the local authority?**
- **Are you a citizen of the United Kingdom or another country within the European Union (EU) or European Economic Area (EEA)?**
- **Will you have been ordinarily resident in the United Kingdom or another country within the EU or EEA for at least 3 years from current date?**
- **Do you depend on a visa or other permission to reside in the United Kingdom?**
- **If you have answered 'Yes' to the previous question, please describe what type of visa/permission you have.**

You will need to bring in your passport and visa or evidence of immigration permission when you enrol so that we assess your eligibility to receive Government funding for the Apprenticeship programme.

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Service Structure
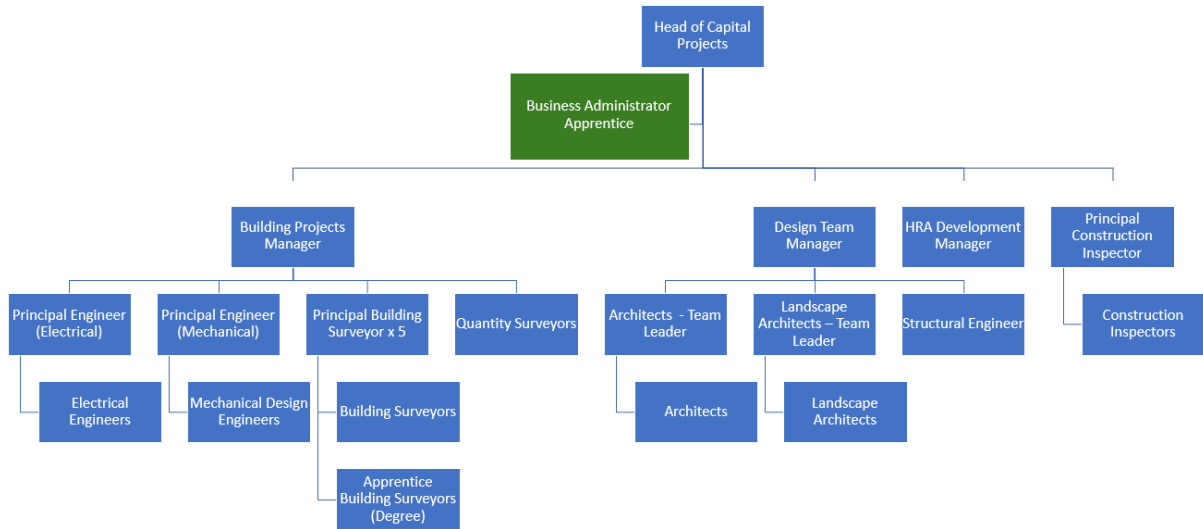
General Data Protection Regulation (GDPR)

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.