Business Administrator Apprentice (Building Services)

Salary: £24,310 p.a.

Hours per week: 37

Location: Civic Offices, Portsmouth. Role is office based however you may occasionally need to travel as required between PCC Assets in Portsmouth, Havant, Gosport, Fareham and Winchester

Contract type: Fixed Term Contract for 24 months. Completing a Level 3 Business Administration apprenticeship with HTP Apprenticeship College

We are looking for an individual to support the administration and governance of the Capital Projects Service and the administration of projects, as well as provide direct support to the Head of Capital Projects.

Candidates must be enthusiastic, effective communicators with excellent attention to detail, and able to manage multiple demands and workstreams within 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 Capital Projects by:

Supporting the administration and governance of the Capital Projects Service. The service comprises the following teams:

- **Building Projects** - Undertaking a wide range of surveying services and building project work across our diverse stock of 17,000 housing units and 900 corporate buildings. This team supports the maintenance and improvement of our properties by delivering building maintenance projects ranging from £50k to over £15m.
- **HRA Development** - Responsible for overseeing the delivery of a new-build housing pipeline to meet the needs of Portsmouth residents, enabling people to live well in safe and affordable homes. Individual projects can exceed £100m.
- **Construction Inspection** - Ensuring all building projects are inspected on site and delivered safely, to legislative standards, and with high-quality workmanship.
- **Design** - Providing a range of design services, including architectural design, engineering, and project management for residential, educational, and commercial buildings.

The tasks involved in the role are varied and essential to the smooth running of an efficient and effective service. Duties may include, but are not limited to:

- Arranging and providing administrative support in Project Board meetings including the production of agendas, meeting minutes, risk registers and management of action logs.

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- Uploading and monitoring information on our IT systems, for example ensuring fees are being charged on the Project Database.
- Supporting with financial and performance measures across the service.
- Supporting with general administrative duties, including drafting and 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:

- Have excellent customer service skills to deliver the high level of customer service.
- 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.
- Be able to 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.
- You will need to have at least one of the following: GCSE Grade 9-4, GCSE Grade A-C, Functional Skills Level 2 in Maths & English.
- 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.
- Be able to understand and prioritise workload effectively.
- 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.
- 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.
- 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.
- Sufficient knowledge and confidence to be able to work largely autonomously following briefing and direction provided by the Head of Service.
- Have a positive attitude towards work, be resilient, embrace change and

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actively work with your colleagues to improve the service offered to customers.

- Be able to use information to problem solve.

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.