Portsmouth CITY COUNCIL

Business Support Officer - Fostering Team

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

Hours: 37 hours per week (Monday -Thursday 8:30am - 5pm with an hour lunch and Friday 8:30am - 4:30pm with an hour lunch)

Contract: Permanent

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. It is also committed to promoting quality childcare across the city that works to improve outcomes for children.

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

The Service:

The Children and Families Services helps 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.

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 transformational developments.

What is the role?

You will provide high quality administrative Business Support within Fostering Team, initially office based during training and progressing to hybrid working once completed six month probation. The Fostering teams Recruit new foster carers and provide ongoing Support to existing foster carers. The role plays a vital part in the Business Support Administrative functions to ensure the smooth running of business processes.

Most work involves both written and oral communication to provide high quality customer care and towards the production of accurate and professional records, as well as the ability to multi-task and work well under pressure.

Your duties will include many or all of the following:

- Minute taking at meetings: Workshops/Partnership meeting and Panel meetings often of a sensitive and/or confidential nature
- Supporting the Service Manager with preparation for Ofsted inspections
- Entering data into service information and caseload systems
- Administering the collection and presentation of service performance information
- Dealing with telephone, email and face-to-face enquiries
- Facilitating a workflow for placing orders for goods and services and co-ordinating the payment of invoices
- Booking appointments and arranging meetings
- Providing administrative support for training courses/events/conferences

Portsmouth CITY COUNCIL

- Maintaining files and documentation
- Printing of reports for meetings
- Carrying out all necessary word processing, spreadsheets, database and presentation duties
- Dealing with all correspondence, including confidential information, and sorting post
- Drafting correspondence to standard enquiries
- Ordering equipment and travel requirements for Foster Carers
- Providing back up for the Panel Administrator function for Fostering panels in compliance with statutory requirements, including the collation, checking, distribution of all Panel documentation and providing administrative support to Panel members
- Any other duties deemed a Band 5 responsibility Provide Business Support cover for other band 5 and band 4 roles within Children and Families Services as required

Who is the person?

You need:

- Strong administrative skills with experience of working in an administrative/customer focused role. Experience desirable working in Children and Families Services
- Be able to take detailed complex minutes
- Have excellent telephone, and face to face communication skills to be able to deal with a variety of wide range of callers which is essential to the post
- 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 and an awareness of sensitive issues when dealing with service users
- Have empathy for others as you will be dealing with some difficult and upsetting situations
- Excellent communication skills both verbally and in writing. To have the ability to develop a good professional rapport with a variety of people
- Be an exemplar and at the forefront of ensuring high standards of customer care and customer service
- Excellent organisational skills and the ability to prioritise workload
- Strong literacy and numeracy skills to respond to internal/external correspondence/email
- A good attention to detail and level of accuracy
- A good working knowledge of using in house databases and Microsoft Office, including Word, Excel, PowerPoint and Outlook
- The ability to source and collate information to maintain accurate statistical records
- Have the ability, drive and enthusiasm to develop and implement new working practices and procedures
- Have a good awareness of Data Protection, Information Governance and Safeguarding Issues
- The ability to work flexibly to meet the requirements of the team and wider service
- Experience of diary management
- To be a good team player, also able to work on own initiative.

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

Portsmouth CITY COUNCIL

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.