



Local Welfare Business Support Officer

Salary: Band 6 - £28,239 - £32,061 p.a. (£16,943 - £19,236 pro rata for 22.2 hours per week)

Hours per week: 22.2 hours per week (days & times to be discussed)

Location: Civic Offices, Portsmouth

Contract type: Fixed Term Contract/Secondment until 31st March 2029

The Service:

This is an exciting opportunity to be part of a small team delivering an important new project that will make a difference to people in Portsmouth affected by the cost of living crisis.

The council's Tackling Poverty Strategic Co-ordinator is responsible for Portsmouth's Crisis and Resilience Fund (CRF), using grant funding from the Department for Work and Pensions to provide additional financial support with the costs of essentials to residents in crisis and to fund organisations to provide resilience services. The new fund commenced on the 1st April 2026 replacing the former Household Support Fund. The Business Support Officer will play a vital role in the CRF team and will have the opportunity to help shape the council's response to the cost of living crisis.

What is the role?

The Local Welfare Business Support Officer will work as part of the Crisis and Resilience Fund (CRF) project team, to deliver financial assistance to people in Portsmouth in crisis by:

- Liaising and communicate with residents and both internal and external contacts when managing demands and responding to queries;
- Providing support to residents calling into our Cost of Living and Crisis and Resilience Fund helplines;
- Helping to maintain accurate records of CRF assessments, decisions and awards;
- Processing awards for successful applicants in a timely manner, creating and distributing vouchers using the online portal;
- Reviewing applications for support, to understand a customer's circumstances;
- Seeking further supporting evidence when required, including sensitive financial information, and information from other professionals working with the customer;
- Undertaking appropriate signposting and referrals for further support and advice;
- Providing money guidance support using tools such as benefits calculators;
- Advising the Project Lead of any time-critical or sensitive issues that need to be addressed by a more senior colleague;
- Escalating complex cases to the Project Lead;
- Helping to capture and analyse relevant data and information to understand the performance of the scheme in meeting the needs of customers;
- Raising grant payments for individuals and partner organisations, using the Fusion payment system;



- Supporting the team to develop internal systems and processes used for the administration of CRF;
- Managing email inboxes and responding in a timely manner;
- Assisting the Project Lead and the Strategic Coordinator with administration tasks such as preparing reports and PowerPoints with information provided.

This role will be mainly based at the Civic Offices or working from home but may occasionally require the postholder to work from other locations across the city.

Who is the person?

You will be able to clearly demonstrate that you:

- Have an understanding of the impact of poverty on people's lives, what poverty looks like for people who experience it, and how it affects people's life chances.
- Have a real passion for making a difference to people in financial hardship in the city.
- Have experience of developing relationships with staff of all levels and external stakeholders.
- Are organised and methodical when managing demands.
- Have an understanding of Data Protection regulations and keeping data secure.
- Can work well in a small team, and manage your time and prioritise effectively in a busy environment.
- Have the ability to work autonomously and as part of a team to resolve problems and find appropriate and effective solutions.
- Be able to liaise and communicate with both internal and external contacts when managing demands and responding to queries.
- Effective communication and customer service skills.
- Have enthusiasm for innovating and trying new things, and the ability to problem solve.
- Proficient in all Microsoft applications including Outlook and Excel.
- Experience of working to tight deadlines and using own initiative to problem solve.
- Ability to think ahead and plan workload.

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](#).