

Job Description - Shaping Portsmouth Office Administrator

Reports to: Shaping Portsmouth Operations Manager

Salary (FTE): £26,227.50 pa (based on £13.45 per hour)

Work location: Hybrid - Shaping Portsmouth office at Portsmouth Guildhall and some work from home available

Contracted Hours: Part-time between 20 - 24 hours pw with flexibility in line with flexible working policy.

Working days: Ideally Monday to Thursday but can be flexible.

Are you passionate about Portsmouth and our communities? Are you an excellent relationship builder, driven by an ambition to make a difference in our city?

Passionate about making a difference in our city, our office administrator supports the smooth running of our numerous regular events across the city and programme delivery. You will be an integral part of the small but powerful Shaping Portsmouth team; delivering programmes and events to support business, education and community within our city.

Be Part of Transforming Portsmouth Together

Shaping Portsmouth is a non-profit organisation formed, funded and led by key Portsmouth businesses to deliver innovative social value programmes across Business, Education & Community within Portsmouth. We work with corporate partners and volunteers towards our vision of making Portsmouth the number one UK city in which to invest, live, learn, work and visit.

Responsibilities

Carry out administrative duties to support the smooth operation of the Shaping Portsmouth office, and the delivery of our programmes. This includes:

- Dealing with incoming enquiries via phone and email, actioning messages as needed.
- Provide general administrative support to programme delivery.
- Assist with data entry tasks and maintain accurate records.
- Manage incoming and outgoing mail, packages, and deliveries.
- Assist with inventory management and ordering supplies.

- Support processes to recruit and induct new volunteers, including mentors for specific programmes.
- Filing and archiving all relevant documents on our online Microsoft shared drive.
- Recording actions for selected meetings and distributing to the full stakeholder group.
- Speaking to stakeholders and partners to answer queries and resolve issues if required.
- Support the CEO & Operations Manager with diary management
- Arrange meetings/appointments as needed

Person Specification

You will be a motivated individual with strong organisational skills and a passion for providing excellent administrative support who is able to work with minimal supervision.

Qualifications

Essential: GCSE Maths and English at grade 9-4 (A*-C) (or equivalent e.g. International Baccalaureate).

Experience and Knowledge

We are looking for candidates with previous office administrator experience who are driven by excellent communication skills, professionalism, who are big team players and thrive for success within the city of Portsmouth.

Abilities and Skills

Essential: Proficient in Microsoft Office Suite (Word, Excel, Outlook, Teams)

Essential: Ability to prioritise and manage own workload; adapting where needed and meeting deadlines.

Essential: Ability to work as part of a team and independently.

Essential: Reliable and organised with good attention to detail.

Desirable: Familiarity with CRM software

Desirable: Good phone etiquette and customer service skills

Desirable: Strong administrative and clerical skills

Desirable: Ability to maintain a professional online image on social media platforms, especially LinkedIn and Instagram. This includes promoting Shaping Portsmouth's work.

Be an Ambassador of Shaping Portsmouth

- Proudly represent Shaping Portsmouth and our mission at events, conferences and when working with partners,
- Be a pro-active and positive member of the Shaping Portsmouth staff team; bringing new ideas to the table and supporting others where necessary.

Why join us

We are a supportive and fun team.

We believe people work best when they feel supported, valued, and able to grow.

That's why we offer:

- A flexible, motivating, and inclusive workplace where everyone can contribute and succeed
- Comprehensive induction programme, buddy system, and support for your preferred working style
- Personal and professional development training on an individual basis to help you grow and develop.
- Pay grades that allow for salary progression within each band
- Our Employee Success initiative, replaces traditional appraisals with ongoing development, wellbeing and growth conversations
- A number of enhanced family-friendly policies above the statutory minimum
- Equivalent of 4 weeks holiday plus Christmas close down and standard bank holidays (pro-rata).
- Additional day of leave gifted on your birthday
- NEST Pension scheme
- Flexible and hybrid working arrangements supported by technology including work phone, laptop, desktop screens and height adjustable desks.
- Invitations to partner events across the city

Our commitment to equity, diversity and inclusion

We are proud to be an equal opportunities employer. We welcome applications from all suitably qualified candidates, regardless of age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

We are committed to making our recruitment process accessible to everyone.

Guaranteed Interview Scheme

We are committed to removing barriers to employment. If you meet the essential criteria for this role and identify as any of the following, you will be guaranteed an interview:

- A disabled candidate (as part of the Disability Confident scheme)
- A care leaver
- An individual with experience of foster care
- An armed forces veteran

If you would like to apply under one of these schemes, please indicate this clearly in your application.

How to Apply

To apply, please email your CV and covering letter to info@shapingportsmouth.co.uk
Please submit your application by end of Wednesday 19th November 2025.

For an informal conversation about this role, contact:

dave.humphries@shapingportsmouth.co.uk

Data Protection

We will process your personal data as part of the recruitment process in line with GDPR and our data protection policy.

Safeguarding

We are committed to safeguarding and promoting the welfare of children and vulnerable people and expect all staff and volunteers to share this commitment. All appointments are subject to pre-employment checks returning satisfactory results including an Enhanced DBS Check, a social media check and Right to Work checks. We carry out these checks as an organisation that undertakes 'regulated activity' as defined by the Safeguarding Vulnerable Groups (SVG) Act 2006. Please note that such checks will include both spent and unspent convictions. Any candidate with convictions relating to offences against children or other vulnerable people will be deemed as unsuitable to fulfil this role at Shaping Portsmouth and any job offer will be made on this basis.

The recruitment process is outlined in Shaping Portsmouth's Safer Recruitment Policy available at: <https://shapingportsmouth.co.uk/wp-content/uploads/2025/09/RecruitmentPolicySep25.pdf>