



**Role Title:** Automation & AI Solutions Specialist  
**Salary:** PO3  
**Location:** Sir Henry Mitchell House, Bradford  
**Report to:** Automation & AI Solutions Manager

Bradford Children and Families Trust is a place where purpose and progress come together. Our teams are driven by a shared commitment to improving the lives of children and families across a vibrant, diverse city - one rich in culture, community, and opportunity. We are on an ambitious journey to strengthen services, modernise how we work, and create the conditions where both our workforce and the families we support can truly thrive.

Joining us means becoming part of a supportive, values led organisation that believes in collaboration, compassion, and innovation. You'll be contributing to meaningful change - helping to build services that are more accessible, more responsive, and shaped around the real needs of our communities.

We value the unique perspectives and experiences that people bring, and we are committed to fostering an inclusive, welcoming environment for colleagues from all backgrounds.

### Job Overview

The Automation & AI Solutions Specialist will design, develop and optimise digital, automation and AI-enabled solutions using the Microsoft Power Platform, Microsoft 365, Copilot technologies and associated cloud services, working under the direction of the Automation & AI Solutions Manager. The role supports the Trust's digital transformation agenda by replacing manual processes, improving data flow, and enabling modern, user-centred digital services.

The postholder will work across the full lifecycle of solution delivery — including requirements gathering, design, development, testing, deployment, optimisation and ongoing support — while ensuring solutions are secure, compliant and aligned to organisational standards.

The role also includes responsibility for supporting the adoption of artificial intelligence capabilities across the Trust, helping teams understand, use and benefit from AI safely, ethically and effectively.

### Main Duties and Responsibilities

#### Solution Design and Development

- Design, build and deploy digital and automation solutions using Power Apps, Power Automate, Power BI, Dataverse and approved integrations.
- Enhance applications using scripting or low-code extensions where required.
- Ensure all solutions adhere to development standards, versioning practices and lifecycle management processes.
- Produce high-quality technical and user documentation.





### Governance, Compliance & Security

- Ensure all automation and AI-enabled solutions comply with organisational policies, GDPR, and security standards.
- Apply identity, access control and secure data handling principles across all solutions.
- Support the development and maintenance of governance frameworks, standards and documentation.

### Continuous Improvement & Innovation

- Identify opportunities to automate manual processes and optimise existing digital solutions.
- Contribute to the digital transformation roadmap by evaluating new tools, features and best-practice approaches.
- Maintain up-to-date knowledge of emerging automation and AI technologies.

### User Experience, Adoption & Support

- Champion user-centred design to ensure solutions are intuitive, accessible and aligned to service requirements.
- Support end-user testing, training, onboarding and adoption activities.
- Act as a change advocate, promoting digital confidence across teams.

### Performance Monitoring & Reporting

- Define, capture and monitor KPIs for automation and AI solutions.
- Report on benefits, performance, impact and ROI.
- Develop dashboards and analytics to support visibility of new solutions.

### Collaboration & Stakeholder Engagement

- Work with service teams to translate business requirements into effective technical solutions.
- Provide progress updates to the Automation & AI Solutions Manager, stakeholders and project leads.
- Collaborate with Council IT Services and, where required, external suppliers.

### Testing & Quality Assurance

- Develop and execute structured test plans.
- Troubleshoot, refine and optimise new and existing solutions.

### Artificial Intelligence (AI) Responsibilities

- Research, evaluate and implement AI-driven tools that support Trust priorities.
- Develop, test and deploy AI-enhanced workflows using platforms such as Microsoft Copilot Studio, Power Automate AI Builder, and Azure OpenAI services.
- Create and maintain prompt-engineering standards, reusable components and safe-use guidelines.
- Support the development of chatbots, virtual agents and conversational interfaces for staff and service users.





- Ensure all AI solutions meet Trust standards for transparency, ethics, accessibility, safety and data protection.
- Monitor AI performance, accuracy and risk, providing recommendations for improvement.
- Provide training and support to colleagues adopting AI tools, producing guides and best-practice materials.
- Maintain awareness of AI regulation, public-sector guidance and responsible AI practices.

## Education and Experience

We are looking for applicants who can demonstrate that they meet the following requirements:

### Education

#### Essential

- Degree-level education in Computing, ICT, Digital Technologies or equivalent professional experience.
- Certification in at least one Microsoft Power Platform technology (e.g., PL-100, PL-200, PL-300, PL-500).
- Evidence of ongoing professional development in automation, digital or cloud technologies.

#### Desirable

- Microsoft Certified: Power Platform Developer (PL-400).
- ITIL Foundation v4 or above.
- PRINCE2 or Agile project management qualifications.
- Microsoft Azure Fundamentals (AZ-900) or Microsoft Security (SC-900).
- Microsoft AI Fundamentals (AI-900) or other AI-related training.
- Training in UX/UI design or accessibility standards.

### Experience

#### Essential

- Proven experience designing and delivering Power Platform solutions.
- Experience mapping business processes and identifying automation opportunities.
- Experience integrating systems using APIs, connectors or webhooks.
- Understanding of ITIL and structured change processes.
- Experience producing and executing structured test plans.
- Strong understanding of data modelling and relational data structures.
- Knowledge of cloud security, identity management and GDPR requirements.





- Ability to produce technical documentation and user guides.
- Experience working with diverse service areas to capture requirements.
- Ability to manage small digital projects.

### Desirable

- Experience using AI tools such as Copilot, Azure OpenAI, AI Builder or conversational AI platforms.
- Experience designing or maintaining AI-powered chatbots or virtual agents.
- Understanding of prompt engineering and responsible AI practices.
- Experience evaluating AI use cases and assessing risks.
- Experience working with SharePoint, Azure Logic Apps, Azure Functions or Entra ID.
- Experience developing governance documentation or digital standards.
- Experience mentoring colleagues or supporting skills development.
- Experience working with external suppliers or shared IT services.

### Soft Skills

- Adaptability and willingness to learn emerging digital and AI technologies.
- Collaborative and proactive approach to teamwork.
- Clear communication skills for technical and non-technical audiences.
- Analytical thinking and evidence-based decision-making.
- Strong organisational skills and ability to manage competing priorities.

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Successful applicants will be subject to relevant pre-employment checks, which may include a DBS check.

