

**Role Title: Apprentice/Higher Apprentice - Business Support Officer**  
**Salary: Band 5**  
**Location: Trust wide**  
**Report to: Business Support Manager**

## About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

**Our vision:** For all children and young people in Bradford to be safe and able to realise their full potential.

**Our purpose:** To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

## Job Overview

To undertake an Apprenticeship within Bradford Children and Families Trust, providing administrative support to Children's Social Care and Early Help teams. The apprentice will follow a structured training programme, developing the skills, competencies, and qualifications required for effective business support across Children's Social Care.



## Main Duties and Responsibilities

- Provide a professional reception service, including answering and making telephone calls, distributing messages, and logging mail.
- Support internal and external customers, including families, social workers, and partner agencies, dealing with enquiries, complaints, and requests for information.
- Maintain and update information systems in line with Trust and statutory guidelines and procedures.
- Produce high-quality documents (letters, reports, minutes) using MS Office (Word, Excel, Access, Outlook).
- Prepare for meetings, book rooms and equipment, and log faults using relevant systems.
- Attend staff meetings, training days, and management team meetings as agreed with the line manager.
- Liaise with internal and external services and suppliers, supporting multi-agency working.
- Assist with financial processes (raising purchase orders, processing invoices, arranging payments) and ensure compliance with data protection, GDPR, and Trust policies.
- Enter information accurately into databases and manual files to maintain up-to-date records, supporting statutory returns and case management.
- Support new and placement staff joining the team and contribute ideas for service improvement.
- Arrange travel and accommodation as required.
- Manage business support resources (equipment, stationery).
- Undertake any other duties required to support the service, including supporting safeguarding and inspection activity as appropriate.



## About You

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

- GCSE Maths and English (grades A–C) or ability to demonstrate good literacy and numeracy.
- Ability to follow instructions, problem-solve, and develop new skills.
- Competent in using IT packages (Outlook, Word, Excel).
- Awareness of confidentiality, data protection, and data security protocols.
- Effective communication skills (face-to-face, telephone, written), including with vulnerable children and families.
- Ability to handle and communicate large volumes of detailed and sometimes sensitive information.
- Must be able to perform all duties with reasonable adjustment, in accordance with the Equality Act 2010

### Core Competencies

- Performance management: Ability to manage workload and carry out tasks accurately and to a high standard.
- Communication: Effective spoken and written communication, building relationships, handling confidential information.
- Decision making: Initiative, planning, organising, and quality checking work.
- Problem solving: Analytical skills, developing practical solutions, managing interpersonal relationships.
- Dignity and respect: Promoting equality, treating all people fairly, maintaining impartiality.

### Working Conditions and Special Requirements

- Subject to recruitment checks (DBS and others) as required.
- Must be entitled to work in the UK and have been a resident for 3 years (for apprenticeship funding).
- Expected to uphold the values and behaviours of Bradford Children and Families Trust.



## *Safeguarding Responsibilities*

*Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.*

*Successful applicants will be required to complete the relevant safeguarding checks. An DBS check will be requested.*

*We are an equal opportunities employer.*

