

**Job Profile: Apprentice/Higher Apprentice - Business Support Officer (Band 5)****Department:** Bradford Children and Families Trust – Children's Services**Service Group:** Business Support Services**Grade:** Band 5 (Apprenticeship)**Reports to:** Business Support Manager

---

**Key Purpose of Post**

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 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.

---

### **Special Knowledge, Skills, and Qualifications**

- 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.

---

### **Training and Progression**

- The apprentice will follow a programme of training and work towards achieving a Level 2 or 3 qualification in Business Administration.
- On completion, progression to a qualified Business Support Officer or similar administrative role within Children's Social Care is expected, subject to performance and business need.

---

### **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.

---

### **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.