

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.