

Role Title: Manager – Automation & AI Solutions
Salary: PO5-PO6 (dependant on experience)
Location: Sir Henry Mitchell House, Bradford
Report to: Head of Digital and IT

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

Working within the Digital and IT Service, the **Automation & AI Solutions Manager** is **responsible for the leadership, direction and performance** of the Automation & AI Solutions Team, overseeing the development, optimisation and governance of digital automation and AI-enabled solutions across the Trust. The postholder **manages and prioritises team activity**, ensuring high-quality solution delivery, consistent performance, and adherence to design, security and compliance standards.

The role drives innovation, champions responsible AI adoption, supports colleagues across the organisation, and contributes to the Trust's digital transformation strategy by identifying and delivering opportunities for automation and advanced AI-enabled improvements.

Main Duties and Responsibilities

Team Leadership & Coordination

- **Manage** the day-to-day activity of Automation & AI team members, ensuring timely and successful delivery of work packages.
- Be accountable for team performance, capacity and delivery, and provide regular updates to the Head of Digital and IT Services.
- Provide **managerial leadership, coaching and mentoring**, alongside expert technical advice.
- **Own and approve** team standards, templates and governance processes.
- Deputise for the Head of Digital and IT where required.



Advanced Solution Architecture & Delivery

- Lead the design and architecture of complex automation and AI solutions using Power Platform, Microsoft 365, Azure and associated technologies.
- Oversee integration architecture involving APIs, data gateways, and cloud-based services.
- Ensure solutions follow Trust-wide development standards, lifecycle management procedures and security controls.
- Escalate risks, dependencies and technical decisions appropriately.

AI Governance, Safety & Compliance

- Lead on the development and implementation of AI governance frameworks, responsible-use guidelines and risk-assessment practices.
- Provide specialist oversight of AI model accuracy, performance, data quality, and safety considerations.
- Ensure all AI-enabled solutions comply with GDPR, transparency requirements, accessibility standards and ethical AI use principles.
- Evaluate new AI technologies and recommend adoption paths across the organisation.

Continuous Improvement & Strategic Contribution

- Identify organisation-wide automation and AI opportunities and contribute to long-term digital transformation planning.
- Lead proof-of-concept initiatives for new tools, platforms or AI models.
- Produce impact assessments, KPIs and ROI analysis for major solutions.
- Maintain expert-level knowledge of emerging automation and AI technologies.

Complex Incident Resolution & Technical Assurance

- Provide escalation support for complex solution issues, failures or high-impact incidents.
- Oversee root-cause analysis, preventative measures and optimisation.
- Ensure all technical documentation is complete, accurate and compliant.

Collaboration & Stakeholder Engagement

- Build strong relationships with service areas to understand organisational needs and strategic priorities.
- Set direction for, and influence, how services adopt and embed automation and AI.
- Represent the Automation & AI Solutions Team with Council IT Services, senior stakeholders and external partners or consultants.

Information Security & Data Protection

- Manage access to confidential, personal and sensitive data in line with Trust and legal requirements.



- Ensure compliance with all relevant policies, including DPA, FOI, safeguarding and security standards.

Education and Experience

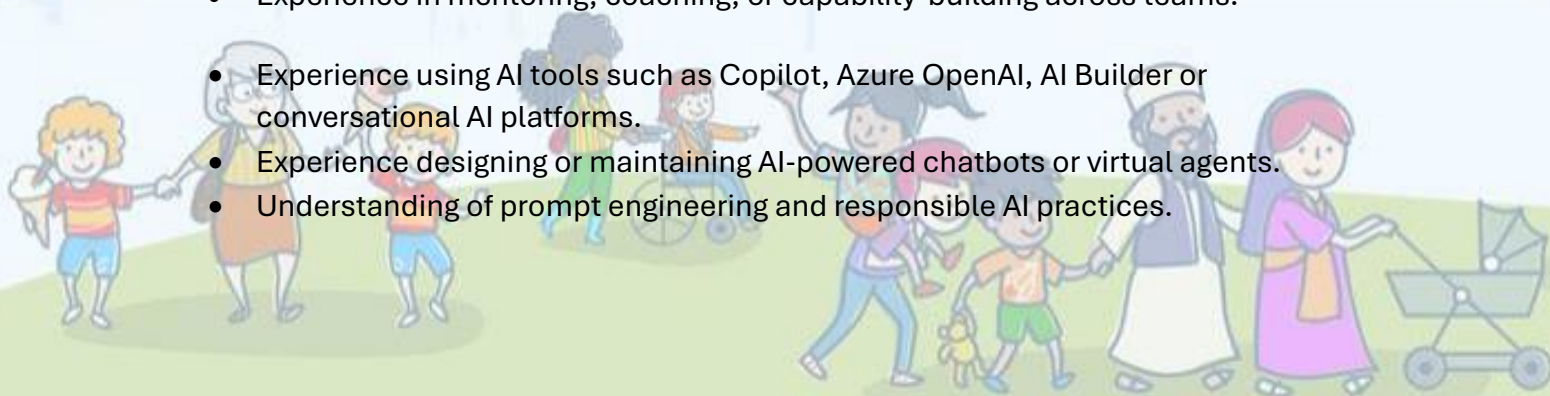
We are looking for applicants who can demonstrate that they meet the following requirements:

Essential

- Significant experience designing, developing and deploying automation and AI-enabled solutions.
- In-depth technical understanding of Power Platform, Microsoft 365, Azure and automation architectures.
- Substantial experience leading or managing specialist technical teams or complex delivery workstreams.
- Strong understanding of AI governance, risk, safety principles and ethical use.
- Advanced data-modelling, integration and cloud security expertise.
- Ability to provide expert analysis, strategic recommendations and complex problem solving.
- Strong communication skills and ability to translate technical detail for non-technical audiences.
- Experience applying ITIL principles and using service-management tools.
- 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 professional certifications in Power Platform, Azure or AI.
- Experience shaping organisational standards, governance frameworks or digital strategy.
- Experience delivering large-scale AI or automation transformation initiatives.
- Project management qualifications (Agile, PRINCE2).
- Experience in mentoring, coaching, or capability-building across teams.
- 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.

- 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.

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.

