



Job Description

ICT & Information Support Apprentice

Job Details	
Grade	Apprentice Grade 2
Number of Posts	1
Department	Commissioning and Specialist Services
Reporting to	ICT Support Analyst/ Team Manager

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:



- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values:

ONE TEAM

ACCOUNTABILITY AND RESPONSIBILITY

QUALITY AND INNOVATION

RELATIONSHIPS

HIGH SUPPORT HIGH CHALLENGE

Overview of the role:

We're looking for an ICT & Information Support Apprentice to deliver responsive, customer-focused ICT services that make a real impact. In this role, you'll be the key point of contact for colleagues, providing efficient support, guidance, and signposting across multiple service areas. You'll help streamline processes, foster continuous improvement, and ensure ICT systems are maximised to achieve the best outcomes for children, young people, and families. If you're passionate about undertaking an IT apprenticeship to drive positive change, and enjoy working in a collaborative, forward-thinking environment, this is the opportunity for you.

Key Responsibilities:

- To ensure responsive customer service so the service meets the needs of the business.
- To support and assist across multiple service areas with the provision of responsible, consistent and standard support. Facilitating a culture of continuous improvement so that ICT and related business processes are maximised to support the best outcomes for Children Young People and Families.
- To provide a key point of contact with sufficient experience and knowledge and understanding of the assigned Trust operational areas to provide appropriate ICT & information support and guidance or appropriate signposting to the correct support elsewhere.
- To assist with the provision of a communication channel to assigned areas of the Trust for the purposes of ICT and Information support and management including GDPR.
- To investigate and triage issues raised with social care system functionality and data, providing recommendations to the ICT Support Analyst for resolution and supporting engagement with specialist teams for help where there are systemic or wider system implications.
- To support the investigation and resolution of ICT system issues (non-social care system) raised by



<ul style="list-style-type: none">operational areas.To encourage Users to make use of existing BCC ICT support desk services for problem resolution where appropriate.
<ul style="list-style-type: none">To offer assistance to customers in the use of User software (currently office 365 including Teams) and signpost to suitable training where training is a requirement.
<ul style="list-style-type: none">To provide support, training (including induction) and guidance in the use of social care systems, related business processes and Trust MIS ICT systems including comprehensive support in order to educate Users for future self-service use.
<ul style="list-style-type: none">To provide support, training (including induction) and guidance in the use of, user devices, software and remote / homeworking and other specific related systems such as Office Message Encryption.
<ul style="list-style-type: none">To continually encourage User self-service use of ICT systems including supporting increased scope of the MIS Systems.
<ul style="list-style-type: none">To contribute to the provision of housekeeping support of social care system, data and MIS reporting through analysis and interpretation of reports and resolution of social care data and related issues. To contribute to support of specialist technical resources with systemic data problem resolution. To provide support for development of reports and resolution of social care data and related issues.
<ul style="list-style-type: none">To provide reports, performance data, ad hoc analysis of specific reports and predictive reports pending their provision directly from the MIS systems.
<ul style="list-style-type: none">To support performance meetings with managers and staff through provision of supporting data and facilitation in meetings such as sharing it on screen.
<ul style="list-style-type: none">To co-ordinate provision, change, cease and recovery of ICT equipment, software and user access for new starters, movers and leavers including items such as access to work requests and shared drives. This also includes providing guidance on likely access and equipment required for new starters and keeping customers advised on lead times and expectations. To manage escalation as required.
<ul style="list-style-type: none">To support supplier asset management & tracking and provide Trust ICT Asset management.
<ul style="list-style-type: none">To support ICT improvement initiatives, developments, processes, new services rollout such as device replacement including equipment, software and training as appropriate.
<ul style="list-style-type: none">To support and undertake social care system specialist admin tasks such as routine data tidy up, record restriction approval and implementation and ending classifications.
<ul style="list-style-type: none">To provide admin support to governance meetings in terms of scheduling, preparation and documentation as required.
<ul style="list-style-type: none">Comply with relevant Trust policies and statutory regulations which include (but are not limited to), health and safety, data protection, GDPR, procurement.
<ul style="list-style-type: none">Interact sensitively, professionally and maintain confidentiality when dealing with colleagues and customers.



Key Information

Is a Safeguarding Check needed? (*DBS and Experian background checks*)

Dropdown Options:

Not Required

Or

	Children	Adults	Children and Adults
Basic			
Enhanced			

Will this position have Line Manager Responsibility?

Dropdown Options:

Yes

No



Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	ESSENTIAL	Method of Assessment (M.O.A)
Qualifications	To be willing to work towards, a relevant apprenticeship qualification.	AF, I & T
Qualifications	Be able to demonstrate and to pass assessments, prior to being accepted to the apprenticeship programme, displaying a level of competence that would demonstrate successful completion of the English and Maths requirements for this course.	I & T
Experience	Have an interest and understanding in the apprenticeship role applied for.	AF & I
Experience	Experience of using IT for a range of office functions, e.g. Microsoft Word/Excel/PowerPoint/Microsoft Teams.	AF, I & T
Skills & Ability	Willingness to support meetings and take an active role, in accordance with the apprentice role applied for.	AF & I
Skills & Ability	Ability to communicate effectively both orally and in writing, where maintaining confidentiality is paramount.	AF, I & T



Skills & Ability	Attention to detail with an ability to work accurately e.g. literacy and numeracy.	AF, I & T
Skills & Ability	To develop the skills to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.	I & T
Skills	To learn and understand relevant legislation/policies and their implications for the Directorate (e.g. FOI, Data protection Act).	I & T
Skills	To develop the skills to work flexibly as part of a diverse team environment, providing cover when needed to ensure continuity of service provision, and to develop the skills the ability to multi-task to cover other roles within the team.	AF, I & T
Skills	An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016	I
Skills	Must be required to have a clear understanding and commitment to equality, diversity and inclusion matters and to promote anti-discriminatory practices and behaviours.	I
Training	Willingness to undertake on-going professional development (CPD) and participating in supervision and team meetings	

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.

