



Job Description

Business Support Apprentice

Job Details	
Grade	Apprentice - Grade 2
Department	Rights and Participation Service
Reporting to	Apprentice Coordinator/ Line 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

Key Responsibilities

To develop skills to provide efficient, effective, and consistent level of Business Support services that meets the needs of the business

- To attend college and complete the apprentice programme. Which includes the undertaking and successful completion of the relevant college course linked the role applied for, this may include level 2 qualifications in English and Maths.
- To develop skills to provide high quality business support services by undertaking a range of work based clerical tasks.
- To attend any relevant support meetings as required by the business, and to undertake any tasks or actions relevant to your role, including the provision of note taking as requested ad the production and distribution of outputs in a timely manner
- To place orders and monitor stock as appropriate
- To operate and maintain administrative systems (e.g. monitoring, recording and processing of information) in a consistent and responsive manner
- To provide accurate file/data records and maintenance for example ensuring data quality/archiving, retention and distribution of information and records as per data protection requirements.
- To ensure that confidentiality is maintained in all areas and to ensure compliance with Data Protection Act principles.
- To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues appropriately as they arise.
- To work flexibly and as part of a team to ensure cover of all aspects of professional support and to provide continuity of service.



Key Information	
Is a Safeguarding Check needed?	<ul style="list-style-type: none"> • Yes
Will this position have Line Manager Responsibility?	<ul style="list-style-type: none"> • 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	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF/I/E	To be willing to work towards, a relevant apprenticeship qualification.
Qualifications	I/E	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.
Experience	AF/I	Have an interest and understanding in the apprenticeship role applied for.
Experience	AF/I/E	Experience of using IT for a range of office functions, e.g. Microsoft Word/Excel/PowerPoint/Microsoft Teams
Skill	AF/I	Willingness to support meetings and take an active role, in accordance with the apprentice role applied for.
Skill	AF/I/E	Ability to communicate effectively both orally and in writing, where maintaining confidentiality is paramount.

Skill	AF/I/E	Attention to detail with an ability to work accurately e.g. literacy and numeracy.
Skill	I/E	To develop the skills to work on own initiative with a pro-active approach to all tasks to ensure business objectives are met.
Skill	I/E	To learn and understand relevant legislation/policies and their implications for the Directorate (e.g. FOI, Data protection Act).
Skill	AF/I/E	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.
Skill	I	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
Training	I	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.

