



## JOB PROFILE

<b>Job Title:</b>	Cafcass Apprentice (Business Services)
<b>Location:</b>	
<b>Accountable to:</b>	Business Services Team Leader/Business Services Supervisors / Senior Business Services Manager
<b>Responsible for:</b>	N/A
<b>Key Working Relationships</b>	Business Services Team Leaders, Business Services Managers, Senior Business Services Manager Head of Business Services, Heads of Practice, Service Managers, Family Court Advisers and Internal and External Stakeholders.
<b>Role Requirements:</b>	(See attached person specification)
<b>Terms of Employment</b>	
<b>Band:</b>	Apprentice
<b>Salary:</b>	
<b>London Weighting:</b>	£4,375 per annum for staff with a permanent work base in Greater London
<b>Superannuation:</b>	The pension scheme used by Cafcass is the West Yorkshire Pension Fund (a Local Government Pension Scheme). This is also our auto enrolment scheme. Contribution rates are based on a tiered system.
<b>Annual Leave:</b>	28 days rising to 33 days after 5 years reckonable service, inclusive of 3 privilege days to be taken between Christmas and New Year plus any of the bank/public holidays.

## **JOB SUMMARY:**

- To support the business needs of Cafcass, and through that, to support the vulnerable children and young people Cafcass works with, by providing efficient and effective administrative support.
- To undertake a one-year training programme working towards an NVQ in Business Administration Level 2 in partnership with the preferred Learning Provider(s).
- To complete a technical certificate and functional skills qualifications as required in Maths, English and ICT.
- To develop an understanding of the challenges facing Cafcass and contributing towards problem solving and improved business systems as a contribution to the development of a consistently outstanding service.

## **MAIN DUTIES AND RESPONSIBILITIES:**

*(The role includes some or all of the following depending on the Team/ Service Area/National function)*

### **Safeguarding**

To have an understanding of the commitment to safeguarding children within the organisation, and to support and contribute to organisational wide activities to meet statutory and professional responsibilities with regard to safeguarding children.

### **Service Effectiveness Including Information Management**

1. Operate corporate computer systems such as the Cafcass finance, case recording or HR systems including data input, in accordance with Cafcass policies and as required
2. To assist in the development and upkeep of Cafcass department sections of the internal intranet, external website and any other relevant IT systems such as MySkills (e-learning programmes) as required
3. To respect the confidential nature of the work and protect personal information in accordance with data protection regulations and the Cafcass Information Assurance policy.

### **Support to Achieve Effective Service Delivery**

4. To provide general administrative and clerical support to Cafcass including photocopying, collecting and distributing post, filing, word processing etc.
5. Maintain a welcoming reception service providing accurate information and assistance to visitors or service users with a positive and helpful attitude;
6. Respond to general telephone enquiries, taking and passing on messages as required, and making appointments or bookings on behalf of staff in the team or service
7. To process documentation including ensuring the use of date stamps and scanning information as required for the appropriate staff to receive via email;
8. To develop and maintain spreadsheets or databases containing financial and non-financial information, and to liaise with colleagues for information as required;
9. To provide information to colleagues and stakeholders both within Cafcass and externally;

10. To support with the preparation of statistical information, such as performance indicators, as required;
11. To arrange room bookings and take minutes, undertaking any associated administration;

### **Engagement and Partnership Working**

12. Be an effective representative for Cafcass and to act at all times in a professional manner consistent with representing Cafcass as an important national organisation supporting some of England's most vulnerable children and young people.
13. Promote and embrace diversity and equality and ensure practice and engagement is free from discrimination and in accordance with Cafcass policy and practice.
14. Be a pro-active team player and play a full part in meetings and events as appropriate and required.

### **GENERAL**

15. Undertake any other duties commensurate with the grade and as requested.
16. To work in accordance with Cafcass' policies and procedures;
17. To assist in maintaining a safe working environment in accordance with Health and Safety policy and regulations;
18. The post holder may be required to travel occasionally to attend meetings or training events, including work towards the academic elements of the role, as required;

*This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the post-holder will be subject to review as part of the individual performance review process.*



## CAFCASS APPRENTICE

### PERSON SPECIFICATION

<b><u>Qualifications</u></b>
<ul style="list-style-type: none"> <li>• Achievement of a good level of general education to a NVQ Level 2 standard or equivalent (desirable)</li> </ul>
<b><u>Skills Areas</u></b>
<p><b>1. <u>Safeguarding</u></b></p> <ul style="list-style-type: none"> <li>• Able to demonstrate an awareness of the importance of safeguarding to the work undertaken by Cafcass, and the ability to assess and identify risk.</li> </ul>
<p><b>2. <u>Service Effectiveness Including Information Management</u></b></p> <p>Skills to be demonstrated:</p> <ul style="list-style-type: none"> <li>• Ability to use a wide range of Microsoft Office packages particularly in the areas of Word, Excel and Outlook.</li> <li>• Good level of numerical ability.</li> <li>• Good listening skills, and excellent verbal and written communication.</li> <li>• Knowledge of the importance of and experience of working with and maintaining confidential records.</li> </ul>
<p><b>3. <u>Support to Achieve Effective Service Delivery</u></b></p> <p>Skills to be demonstrated:</p> <ul style="list-style-type: none"> <li>• Knowledge of general office practice and procedures.</li> <li>• Ability to work accurately and to tight deadlines.</li> <li>• Experience of prioritising tasks.</li> <li>• Ability to work on own initiative to think through problems to find solutions (within agreed guidelines).</li> <li>• Ability to adapt to a changing environment.</li> <li>• Ability to remain calm, confident and professional.</li> <li>• A high level of motivation and commitment.</li> </ul>
<p><b>4. <u>Engagement and Partnership Working</u></b></p> <p>Skills to be demonstrated:</p> <ul style="list-style-type: none"> <li>• The ability to portray a professional and positive image of Cafcass</li> <li>• The ability to deal with sensitive matters and an understanding of confidentiality issues including data protection</li> <li>• Ability to deal tactfully and sensitively with people.</li> </ul>

- A team player with good interpersonal skills and the ability to encourage and develop positive working relationships.
- Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies.
- Versatile, willing to learn and committed to own personal development.