Role Title	**Business Analyst Apprentice**
Job Family	**Business Intelligence**
Competency Level	**Level 3**
Scale	**Apprentice**

Purpose:

- Support the development, testing and maintenance of software components and approved system changes for case management systems including the social care case management system (Mosaic).
- Help improve Mosaic and related case management processes through simple code, scripts, interfaces and developing configuration, working under supervision.
- Provide training and support for the use of Mosaic and other technology and software to staff across the council.
- Enroll, engage, and successfully complete, including developing the knowledge, skills and behaviours required by, the Level 3 Digital Support Technician Apprenticeship Standard.

Role-Specific Accountabilities:	**End Results / Outcomes**
Engage proactively in the apprenticeship programme, protected off-the-job learning, reviews and guided development. Maintain evidence and complete required assessments.	The postholder develops competence against the Digital Support Technician Apprenticeship and completes the apprenticeship, including the applicable final assessment.
Work with analysts and users to understand clearly defined needs. Help document simple requirements, acceptance criteria and proposed solutions.	Requirements are understood and recorded accurately. Proposed changes reflect user needs, accessibility, security and agreed scope.
Write and maintain simple code, scripts and software components to agreed specifications under supervision. Support approved Mosaic forms, workflows and interfaces where relevant.	Readable, maintainable solutions follow team standards. Tasks provide practical software development experience as well as system configuration.
Use agreed source control, shared repositories and documentation. Follow instructions for versioning, backup and recovery.	Changes are traceable and reviewed. Work is stored securely and can be recovered using approved procedures.
Carry out unit testing and support functional, integration and user acceptance testing. Record results and use simple debugging techniques.	Solutions are checked against acceptance criteria. Defects are reproduced, documented and corrected or escalated under supervision.

Role-Specific Accountabilities continued	End Results / Outcomes
Support approved deployment activities, trials and releases. Follow change control and environment separation procedures.	Changes are reviewed, authorised and tested before release. Deployment and recovery steps are documented; live changes are supervised.
Investigate straightforward faults and support requests within agreed limits. Record impact, report progress and escalate risks or barriers promptly.	Issues are prioritised and tracked. Colleagues and users receive clear updates; complex or high-risk matters reach the appropriate specialist.
Develop training and support material to support system users. Deliver training sessions to system users.	System users report excellent support and training. System users are confident in using the case management system.
Apply secure development practices and handle information in accordance with data protection legislation and Council policies.	Access is appropriate and information remains secure. Approved test data is used; identifiable live data is not copied into test environments without authorisation and safeguards.

Generic Accountabilities	End Results/Outcomes
Communicate effectively with internal and external customers and service users. Provide information and resolve straightforward queries within the scope of the role, escalating as required.	Relevant, accurate, understandable and timely information is provided. Customers understand the response or next steps. A positive image of the Council is promoted.
Create documents, reports, correspondence and guidance using agreed formats and software.	Materials are accurate, accessible and produced to Council standards and agreed timescales.
Organise and maintain records and documents using approved Council processes and systems.	Records, tickets and technical documentation are accurate, up to date, securely stored and accessible to authorised colleagues.
Co-operate with and support colleagues. Share information and seek help when required.	Colleagues are supported. Work is coordinated and the postholder recognises the limits of their knowledge and authority.
Carry out duties with reasonable care for the health and safety of self and others. Report hazards or unsafe practices.	Work is carried out safely and potential hazards are reported promptly.
Act in accordance with Council policies and procedures, including equality, safeguarding and information security.	Policies and procedures are understood and followed. Concerns are escalated through the appropriate route.

Nature of Contacts

- Daily contact with colleagues and managers in the Mosaic support team, including Systems Business Analysts and Senior Systems Business Analysts.
- Supported contact with service users in Adults' and Children's Social Care, Finance and related services, and with technical colleagues and suppliers as required.
- Regular contact with the apprenticeship training provider, tutor and workplace mentor; communicate confidently, sensitively and professionally.

Procedural Context

- Work within clearly defined requirements, Council procedures and agreed development standards, with supervision and support from experienced colleagues.
- Take responsibility for allocated tasks, organise work to agreed deadlines and seek advice when requirements are unclear or tasks exceed current competence.
- Changes to Mosaic and related systems can affect statutory services, safeguarding, finance and sensitive personal information. Follow approval routes and escalate concerns promptly.
- Undertake development and testing in approved environments. Production access and releases require explicit authorisation and appropriate supervision.
- The role is based in the Mosaic support function. Duties and increasing responsibility will be matched to progress through the apprenticeship.
- The service delivery requirements of the Mosaic support function requires the postholder to work a hybrid working style (Roaming and Front-facing) which will be a minimum of 2 days on site and up to 5 days on site as required by service needs and defined by line management.

Resourcing

Budget Responsibilities:

- None.

Supervisory Responsibilities:

- None.

Knowledge, Skills and Experience

- An interest in software development and how digital systems support public services, with a willingness to learn coding, testing and secure development practices.
- A logical approach to solving problems, attention to detail and a willingness to investigate errors and learn from feedback.
- Basic digital literacy, including using common office applications and organising electronic information.
- Ability to communicate clearly, listen to users and explain information appropriately to technical and non-technical audiences.
- Ability to work collaboratively, follow instructions, keep others informed and ask for help when needed.
- Good organisational skills and motivation to balance work tasks, training and apprenticeship evidence requirements.
- An understanding of the importance of confidentiality, responsible access to information and secure working.
- Commitment to equality, inclusion and accessible services, and to treating colleagues and service users with respect.
- Prior professional software development experience is not required. Skills will be developed through supervised work and structured learning.

Indicative Qualifications

- English and Maths GCSE A*–C / 9–4, Functional Skills Level 2 or equivalent are desirable. Entry requirements and any English and Maths learning will be agreed with the apprenticeship training provider in line with applicable apprenticeship rules.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the postholder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.