



Candidate Pack

Role: Information Security Apprentice



British Heart
Foundation

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Appointment of Information Security Apprentice



Dear Candidate,

Thank you for your interest in our role of Information Security Apprentice at British Heart Foundation (BHF).

It is my privilege to lead the Technology team for one of the UK's largest charities and the nation's leading independent funder of heart and circulatory disease research.

Our vision is a world free from the fear of heart and circulatory diseases. A world where fewer hearts stop without warning and more of us can live well for longer with the people we love.

We know achieving this won't be easy. But thanks to decades of discovery and scientific advances – we are more confident than ever.

Together, we believe we can stop the devastation for the millions affected by these conditions. All it takes is passionate people like you standing alongside us and believing in the power of research to create a better, brighter, healthier world for everyone.

As our Information Security Apprentice you'll work closely with our experienced Information Security team and help protect BHF's digital assets and ensure the security of sensitive data. You'll be involved in various aspects of information security, including monitoring security systems, conducting risk assessments, and assisting in the implementation of security measures. .

We want an exceptional colleague who exemplifies and champions our values; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team. We are more ambitious and determined than ever – because the potential cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.

BHF is also proud that we are working towards being a truly diverse organisation, with an Equality, Diversity and Inclusion (EDI) strategy, Igniting Change, setting out a roadmap of changes with want to see. Our growing commitment to equality, diversity and inclusion spans across our organisation and we pride ourselves on being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to help fund lifesaving research, then we would be delighted to hear from you.

Alex Duncan
Chief Technology Officer



About us

There is nothing more precious than our hearts. But millions of people's hearts in the UK are vulnerable and need our help. British Heart Foundation (BHF)'s mission is to raise money to fund research that saves and improves lives and supports people affected by heart and circulatory diseases.

For over 60 years we've been a leading independent funder of research into heart and circulatory diseases. We are the UK's largest charity retailer with around 700 stores, an employee base of over 4,000, supported by a further 18,000 volunteers.

With over £430 million of BHF-funded research in progress, we have an aspiration to invest in excess of £1 billion in research by 2030.

We have so much to be proud of. But we know we're just scratching the surface of our true potential. And the challenges we face are as grave as ever.

There is nothing more precious than our hearts. But the tragic reality is that millions of people's hearts are at risk. Mounting numbers of people

face an agonising wait for care, while many more live in hope of treatments and cures that could save or improve their lives.

At the same time, the researchers we fund really are making science fiction a lifesaving reality. From our CureHeart programme, which offers hope of a cure to 30 million people worldwide with an inherited heart muscle disease for the first time in history, to using data science and artificial intelligence (AI) to predict heart attacks before they even happen, we're proud to be backing transformational research that is changing the world.

However, we need your support. By joining BHF, you could help us bring hope to people living with heart and circulatory diseases in the UK.

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CPR and heart surgery saved my life when I was six. Research made that happen."

Jadyn Briggs



Being a responsible charity

We've continued our journey to become a more socially, environmentally and financially sustainable organisation.

Our mission is to save and improve the lives of people affected by heart and circulatory diseases. We raise money to fund research to find cures and develop treatments for the world's biggest killers. And we are determined to do this in a responsible way.

Links between environmental factors and heart and circulatory diseases are clear. Research shows that extreme weather, such as intense heat and cold, have negative impacts on people living with these conditions.

We see it as a key part of our core purpose – to make sure that we carry out our lifesaving work in a responsible way. Our progress this year has included setting our commitment to be a net zero organisation by 2045, at the latest.

This covers all areas of our activities, from direct emissions, such as the heating we use in our BHF offices and stores, to the much more significant indirect emissions from within our supply chain through to how the research we fund is undertaken.

This year we have focused our work on mapping BHF's full carbon footprint. This gives us a detailed view of where and how we can make the most impact to reduce our impact.

Our roadmap to net zero has six key areas for initial focus:

- energy efficient and zero emission buildings
- zero emissions transport
- product sourcing and suppliers
- travel and logistics
- waste and circular economy
- research funding.

These commitments form an ambitious roadmap to be an ever more responsible organisation to our planet and our people.

Sometimes the research we fund may involve animals; this isn't something we take lightly and you can read more about our commitments in research [here](#).



Our strategy to 2030

Rising to unprecedented challenges

We are on a mission to protect all our hearts, so no one has to live in fear of heart and circulatory diseases.

Our strategy to 2030 has guided us in making this impact. It sets out the changes we want to see in the world by 2030, and how our work will help us achieve them.

Our vision

A world where everyone has a healthier heart for longer

Our goals

What we're trying to achieve

Stop

Stop heart disease before it starts



Save

Save more lives from heart disease



Support

Support everyone with heart disease to live a longer healthier life



Our priorities

How we'll achieve it

Inspire

Inspire support and income to power lifesaving research



Advance

Advance the scale, breadth and impact of cardiovascular research



Transform

Transform the information, care and support available to all people affected by heart conditions



Accelerate

Accelerate impact by unlocking the potential of our people, technology and culture



Belonging

Our push for equality, diversity and inclusion takes many forms, including how we manage our organisation, and how our research funding helps to tackle health inequalities.

An important starting point is making sure BHF's workforce reflects the general population so we can better represent the experiences and voices of the communities we support. A more diverse, inclusive, and fair BHF will not only improve the quality of what we do, but the impact we have.

The ongoing work of Kaleidoscope, our equality, diversity and inclusion group, as well as our Research Inequalities Working Group, demonstrate our commitments to improve equality, diversity and inclusion for our staff, volunteers, and supporters, as well as our funding activities.

We want all of our BHF colleagues to have development and progression opportunities, and to embed a more inclusive culture throughout our organisation. Our EDI strategy, Igniting Change, sets out our roadmap of the changes we want to see.

Our Kaleidoscope group is made up of representatives from across the organisation. Our activities encompass accessibility to work and progression for those with care responsibilities, working parents, those with disabilities and long term health conditions, different age groups, those from underrepresented ethnic backgrounds, LGBTQ+ individuals and many more forms of diversity, both visible and invisible.

We have a number of affinity groups within the organisation. These include spaces for working parents, individuals from different religious, racial, and ethnic backgrounds, members of the LGBTQ+ community and those with disabilities and long term health conditions. These are designed to be spaces for colleagues to feel connected, included and heard.

We want to fund lifesaving research for everyone. We can help to achieve this by welcoming colleagues from all backgrounds to come and be part of our BHF family.



Building an inclusive and supportive environment

Many heart and circulatory diseases are diseases of inequality. Our equality, diversity and inclusion (EDI) strategy, Igniting Change, recognises that everyone's circumstances are unique. We are committed to funding lifesaving research for everyone, and we are committed to being an inclusive employer.

Whilst working at BHF, we actively encourage our colleagues to feel safe to bring their true selves to work. We strive to create a culture where colleagues are inquisitive about diversity and keen to get involved in all activities which make individuality and inclusivity part of what we do every single day

Improving diversity in research

Making the world a fairer place is an important goal, one that we are proud to contribute to by tackling inequalities in cardiovascular health, improving the diversity of our research workforce, and making BHF a more inclusive place to work. We want to have achieved greater inclusivity in the funding and the design of research, as well as in the cardiovascular research community. We have focused on collating data that defines our starting point, so we can take the right action to improve diversity.

We've published our first research funding diversity report. The report provided valuable insight that is helping us shape our future actions to address under-representation in our research community.



Staff engagement

Listening to our colleagues, and understanding what matters, is always the first step in improving the employee experience.

Our highest scoring areas in the latest colleague engagement survey were goal setting, fair treatment, responding appropriately to instances of discrimination and that BHF has created an environment where people of diverse backgrounds can succeed.

Heartfest

In June 2022 we held our first ever Heartfest, an online festival that brought BHF colleagues together to celebrate our work and give everyone a chance to reconnect with each other and to our cause.

Heartfest has since been a yearly event, growing each year and incorporating both online and in person events at BHF offices and shops across the UK.

Celebrating Pride

Pride is a chance for us to learn and show support for the LGBTQ+ community. BHF colleagues have taken part in Pride events across the country since 2018, including Pride marches in Edinburgh, Cardiff, Belfast and London.

Wellbeing

We take immense pride in fostering an environment that prioritizes the health, safety, and wellbeing of our employees, volunteers, and customers. Our excellence in health, safety and wellbeing is about cultivating a culture where every individual feels valued and safe, and our commitment to creating a safe and healthy workspace has been recognized nationally, culminating in the prestigious ROSPA Gold Award we proudly received in 2023.

One of our standout initiatives is the “Live Well Work Well” project group, which plays a pivotal role in enhancing workplace wellbeing. This group organizes a myriad of activities and resources aimed at promoting and supporting mental, physical, social and financial health. At BHF, we believe that a safe and healthy workplace is the foundation of success. As we continue to innovate and grow, our commitment to health, safety, and wellbeing remains unwavering. Join us and be a part of an organization that not only values your professional contributions but also cares deeply about your overall wellbeing.

A flexibly connected organisation

Our flexibly connected programme allows colleagues based outside of shops and stores to work flexibly, in a way that helps unlock their best work for the cause. The programme has been engaging with our Champions network, gathering insights from colleagues through our Ways of Working Study, to continuously adapt the approach where needed. It was awarded the Best Flexible Working Strategy at the HR Excellence Awards.

Join us at BHF and be part of a team that truly cares about your wellbeing. Together, we can make a difference in the fight against heart disease while supporting each other every step of the way.



Our values

We are proud that the work we do is funding groundbreaking, lifesaving research that one day could see a world free from the fear of heart and circulatory diseases, including conditions such as heart attacks, stroke and vascular dementia.

That's why our values are key to defining who we are, how we do things and how we can achieve our ambitions so that every pound we raise funds the research that keeps millions of hearts beating.



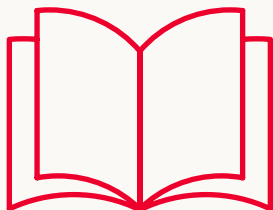
Brave

We speak out.
We're decisive.
We're innovative.



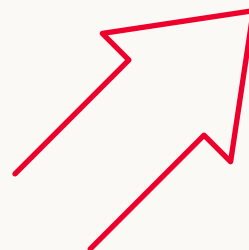
Compassionate

We're open and honest.
We respect others.
We care.



Informed

We're clear.
We're open minded.
We're work together.



Driven

We're focused.
We're determined.
We keep learning.

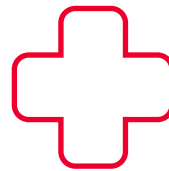
Our benefits

We all achieve more together when we're happy and healthy. As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here. Our generous benefits include:



Annual leave

Our annual leave allowance of 30 days plus bank holidays is among the best in the sector.



Health care

We offer employees private healthcare, dental health cover and a contribution towards your gym membership.



Family care

We offer 12-weeks' pay package for all family leave including maternity, paternity, adoption and neonatal care leave and are committed to offering returning parents and guardians the opportunity to work flexibly.



Live well. Work well.

Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.



Support leave

We offer a holistic support leave of up to 10 days leave to support colleagues in time of uncertainty, where you may need to take additional time away from work to support yourself or others during a life event, such as caring



Pensions

Our generous pension scheme will support you to save for your retirement. You can contribute a minimum of 3% but can increase this to 8% or more, with employer contribution starting at 5% and increasing to a maximum of 10%.

Job description



Job title	Information Security Apprentice		
Directorate	Technology		
Team	Information Security		
Reporting to	InfoSec Engineering Manager	No. of direct reports	0
Agility contract type	Hybrid		
Location	Dual - London office (NW1 7AW) and home		
Budget responsibility	NA		
Job level	7	Date	July 2025

Role Summary

British Heart Foundation (BHF) is seeking a dedicated and enthusiastic Information Security Apprentice, to join us on a three-year scheme which will offer a unique opportunity to gain hands-on experience in the field of information security while contributing to BHF's mission to support everyone to have a healthier heart for longer.

This role will work closely with our experienced Information Security team and help protect BHF's digital assets and ensure the security of sensitive data. You'll be involved in various aspects of information security, including monitoring security systems, conducting risk assessments, and assisting in the implementation of security measures. During your time on the apprenticeship, you'll have the opportunity to learn and experience security operations, security engineering, governance risk and compliance, identity and access management and the general workings of an information security department.

The Information Security Apprentice will undertake the following courses as part of the apprenticeship.

- A Certificate of Higher Education (Data studies) - awarded on successful completion of 120 Credits (Level 4, 1st Year)
- A Diploma of Higher Education (Data studies) - awarded on successful completion of 240 credits (Level 5, 2nd Year)
- The Degree: BSc Data Science - awarded on successful completion of 300 credits (Level 6, 3rd Year)
- The Honours Degree: BSc (Hons) Data Science - awarded on successful completion of 360 credits and successful completion of the End Point Assessment (EPA).

Suitable training and mentoring are provided as part of the apprenticeship both internally and by our apprenticeship partner.

Key responsibilities



- Assist in monitoring and analysing security alerts and incidents
- Support the implementation of security measures and controls
- Conduct vulnerability assessments and report findings
- Help maintain and update security documentation
- Participate in security awareness training sessions
- Collaborate with the IT team to ensure compliance with security policies
- Collate and analyse information, ensuring accuracy in delivery to agreed timescales.
- Support in the analysis and evaluation of security threats to technology solutions and implement technical and process solutions to mitigate these threats.
- Apply skills and knowledge of systems development, cyber security, data, AI and infrastructure in the creation of digital solutions.
- Work with a range of project teams, taking responsibility for the delivery of specific project work including research activities, analysing and presenting information, liaising and negotiating with internal and external stakeholders and arranging meetings and briefings.
- Liaise and work effectively with different stakeholders, both technical and non-technical, at all levels of influence and responsibility.
- Work with operational Technology teams to ensure best practice is applied to Information Security-related matters.
- Work closely with our teams to ensure appropriate security across all products and online presence.
- Undertake appropriate Information Security audits.
- Ensure all documented procedures remain accurate and are suitably efficient.
- Support in the generation and distribution of appropriate metrics and dashboards in relation to Information Security.
- Demonstrate effective management of cyber security processes and systems within the defined Service Level Agreements (SLAs).
- Demonstrate strong problem-solving approaches, including the ability to analyse and implement changes to service delivery, whilst contributing to improvements.
- Represent BHF and act in a professional manner conducive to promoting a positive image
- Engage in academic studies that relate to the apprenticeship provider

Person specification



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Criteria	Essential	Assessed			
Knowledge, skills and attributes	<ul style="list-style-type: none"> Genuine interest in information security and pursuing a career in information security Practical knowledge of IT/Technology Capability to understand, analyse, interpret, explain, and summarise complex data and in a logical manner Ability to think ahead and demonstrate effective problem-solving skills Excellent listening, written and verbal communication skills including the ability to adapt verbal and written communication to different audiences Ability to prioritise competing tasks and balance multiple deadlines Adapt to changing environments Use a variety of problem-solving techniques to improve service Work effectively as part of a team Able to work independently, proactively seeking support where needed Professionally proactive and committed to achieving goals or targets Demonstrates a growth mindset in the work environment 	Application and interview			
Skill level	Project/Product management	1	2	3	4
	Relationship management	1	2	3	4
	Logical problem solving	1	2	3	4
	Team working	1	2	3	4
	Translating and communicating complex issues to different audiences	1	2	3	4

Person specification



Criteria	Essential	Assessed
Behaviours	<p>Innovation:</p> <ul style="list-style-type: none"> • Use your strengths effectively and set ambitious goals • Able to make progress by trying, testing, and learning • Seek insight internally and externally to find solutions <p>Collaboration:</p> <ul style="list-style-type: none"> • Able to work collaboratively, listen and identify what matters • Share insight and information openly to help everyone see the wider connections in work • Able to take responsibility for finding out what's happening across the BHF and how it relates to your team's work <p>Delivering results:</p> <ul style="list-style-type: none"> • Demonstrates pride and commitment in your work • Proactive and collaborative in the way you work with colleagues • Energised and motivated by our work and goals, setting clear objectives and success measures <p>Working with others:</p> <ul style="list-style-type: none"> • Friendly, kind, and considerate in our relationships • Makes others feel valued, included and belong • Able to bring out the best in those around us <p>Communicating and influencing</p> <ul style="list-style-type: none"> • Has personal impact and influences others • Willing to challenge professionally and speak out • Can understand and interpret technical information and translate this in clear and uncomplicated language to the service <p>Self-development:</p> <ul style="list-style-type: none"> • Takes personal responsibility for own development • Seeks out opportunities to learn • Actively seeks feedback to develop an increased self-awareness. 	Application and interview

Job description



Safeguarding

At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially.

Data protection

During your employment, this role will encounter some personal data. The role will be permitted to access and use the following types of personal data:

- Personal details/contact information/family details
- Personal financial information - donations, gifts, bank account, card numbers

If you find yourself with access to personal data you are not authorised to have, you must report it to your line manager and the IT Service Desk immediately.



**British Heart
Foundation**