

Job Description

Job Title:	Workforce Development Apprentice
Directorate/Team:	People & Culture
Location:	16 Summer Lane or other site/location
Responsible to:	Julie Smith Workforce Development Partner
Responsible for:	NA
Key working relationships: (internal)	This postholder will develop key relationships across the organisation to support in the provision of key programmes or services for the Workforce Development team.
Key working relationships: (external)	Providers, external Workforce contacts and providers; Academy learners and stakeholders engaging through various communication channels.

Purpose of the Post

The WMCA Apprentice Development Programme is a structured early careers pathway designed to support and develop the next generation of public sector colleagues. Regardless of the directorate or discipline you join, apprentices will be part of a wider development framework, which includes a structured development pathway, mentoring, peer cohort activity, and regular touchpoints to support learning, confidence and career growth throughout the apprenticeship.

This role sits within the Workforce Development & Professions team, providing administrative and coordination support across Emerging Talent pathways and the WMCA Academy. Reporting to the Workforce Development Partner, and working closely with all team members, you will gain real-world experience contributing to meaningful work, while building the skills, knowledge and professional networks needed to support your future career. This apprenticeship is for a fixed term of 2 years, and will work towards and complete the Apprenticeship level 3 in Learning and Development. Experience will be provided to support the completion of required evidence to support apprenticeship completion.

Accountabilities

- Assist with routine tasks to support the day-to-day operations of a team or department, contributing to the successful delivery of projects and services.
- Learn and begin to apply organisational policies, procedures, and systems to ensure consistent and high-quality support.
- Engage in training and development activities, completing all required coursework and assessments.
- Demonstrate a positive attitude, curiosity, and willingness to learn and improve.
- Maintain confidentiality and integrity in handling sensitive information.
- Provide essential operational and administrative support to the Workforce Development & Professions team, helping build strong administrative foundations for the WMCA Academy.
- Coordinate meetings, agendas, notes, actions and forward plans for Academy and workforce development activity.
- Maintain shared records, trackers, delivery logs, stakeholder lists and evidence folders.
- Support learner communications, mailbox management, event logistics and booking processes.

- Assist with survey administration, data collation and production of simple progress reports.
- Own the development requests process for the Workforce Development function, and maintain Apprenticeship Levy tracking records, enabling more effective matrix working across the People & Culture directorate.
- Maintain confidentiality and integrity in handling sensitive information.

Responsibilities

Strategic

- Attend team planning sessions to observe and contribute basic ideas relating to Academy and workforce development delivery.
- Support the collection and analysis of basic data to aid decision-making and performance reporting for apprenticeships, Levy utilisation and development requests.
- Attend cross-functional meetings to understand how different departments align with organisational strategy.
- Work flexibly and with integrity to meet the needs of the WMCA and the Workforce Development & Professions function.

People

- Build positive working relationships with colleagues, mentors, and managers across the organisation.
- Seek regular guidance from mentors or supervisors to gain insights and improve your performance.
- Participate in team activities and contribute to a collaborative, inclusive working environment.
- Develop and improve skills in communication, teamwork, problem-solving, and time management.
- Represent the organisation professionally when interacting with external partners or members of the public.

Operational

- Own the development requests process for the Workforce Development function: triage, logging, response coordination and maintenance of the standard operating procedure.
- Maintain Apprenticeship Levy tracking records and intake data to support quarterly utilisation reporting and ROI evidence.
- Support oversight of the Intranet pages for the WMCA Academy, keeping content current and accurate.
- Support procurement, finance, onboarding and provider administration where appropriate.
- Assist in the provision of administrative and logistical support for meetings, workshops and events.
- Help maintain accurate records, databases and documentation in line with organisational standards.
- Respond to routine enquiries and requests from colleagues and stakeholders in a timely and professional manner.
- Maintain logs of your work, including progress reports, learning outcomes, or any required documentation as required as part of learning

Financial

- Assist with basic financial processes such as raising purchase orders, tracking expenses, or processing invoices.
- Learn about budgeting and financial planning through shadowing and training sessions.
- Ensure accuracy and attention to detail when handling financial data or documents.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Complete all apprenticeship training modules and assessments within agreed timeframes, including the Level 3 Business Administration apprenticeship.

- Develop greater independence in your work and enhance your competencies.
- Develop business administration competence while contributing to a real organisational change programme.
- Uphold the organisation's values: collaborative, inclusive, innovative and driven.
- Take part in internal development programmes, networking events and mentoring opportunities as required.
- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected, commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of working in a team environment (e.g. school, volunteering, part-time job)	x		x	x	
Experience supporting projects or events		x		x	
Awareness of Microsoft Office (Word, Excel, Outlook)	x		x	x	
Skills / Knowledge	E	D	A*	I*	T*
Good analytical skills, able to review information and determine the best approach	x		x	x	
Ability to communicate to people through strong written and verbal communication skills	x		x	x	
Attention to detail and accuracy	x		x	x	
Ability to manage time and prioritise tasks effectively	x		x	x	
Willingness to learn and take initiative	x		x	x	
Ability to work collaboratively with others	x		x	x	
Ability to work effectively in a hybrid environment, combining remote and office-based work	x			x	
Qualification / Education / Training	E	D	A*	I*	T*
Willingness to complete the level 3 xxxxx apprenticeship	x				x
GCSEs in English and Maths (grade 4/C or above) or equivalent (e.g. level 2 Functional Skills)	x		x		

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies,

	and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Collaborative	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.
Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.
Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.

Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
Position Reference			