



Job Description

Job Title:	Safety, Security and Policing Support Apprentice
Directorate/Team:	Transport for West Midlands – Safety, Security and Policing
Location:	16 Summer Lane or other site/location
Responsible to:	Safety, Security and Policing Manager
Responsible for:	N/A
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 Safety, Security and Policing team and will work closely with other members of Network Resilience, Customer Services team (Bus Stations team), Communications teams, and wider Combined Authority.
Key working relationships: (external)	West Midlands Police, British Transport Police, local authority partners, transport operators, network resilience partners, and communications partners.

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 that programme. You will gain real-world experience contributing to meaningful work, while building the skills, knowledge and professional networks needed to support your future career, whether within WMCA, the wider public sector or your chosen professional field.

This apprenticeship offers firsthand experience supporting the Safety, Security and Policing team, with a strong focus on asset management (drones, radios, body worn cameras), administrative support, and operational delivery. The apprentice will also assist the Policing Anti-Social Behaviour (ASB) team, follow up on ASB logs from the public, and contribute to performance reporting for CCTV Control Room Operators, Transport Safety Officers (TSOs), Drone operators, and Bus Security Guards.

Accountabilities

- Assist with routine tasks to support the day-to-day operations of the Safety, Security and Policing team, including asset management and performance reporting.
- Learn and begin to apply organisational policies, procedures, and systems to ensure high-quality support.
- Engage in training and development activities, completing all required coursework and assessments.
- Maintain confidentiality and integrity in handling sensitive information.
- Support the collation and maintenance of accurate records of the equipment held and maintenance required to deliver performance in Safety, Security and Policing.

Responsibilities
Strategic - Attend team planning sessions and contribute ideas to improve safety, security, and policing operations. - Assist with research and data collection on security incidents, CCTV usage, drone deployments, road safety, and asset management. - Support the development of policies and procedures for CCTV, drone, TSO operations, and road safety operations. - Work flexibly and with integrity to meet the needs of the WMCA and Safety, Security and Policing function.
People - Build positive working relationships with colleagues, internal and external stakeholders, mentors, and managers across the organisation. - Participate in team activities and contribute to a collaborative, inclusive working environment. - Seek regular guidance from mentors or supervisors to gain insights and improve your performance. - Develop and improve skills in communication, teamwork, problem-solving, and time management. - Represent the organisation professionally in all interactions.
Operational - Assist in the provision of administrative and logistical support for meetings, workshops, and operational deployments. - Assist with the monitoring, maintenance, and asset management of drones, radios, and body worn cameras, ensuring accurate records of assignment, usage, and maintenance. - Support the deployment and data management of drones for operational purposes. - Assist with the maintenance of accurate records, databases, and documentation relating to security incidents, CCTV footage, TSO activities, and road safety matters. - Assist the Policing ASB team by following up on ASB logs from the public, ensuring timely and accurate updates to persons reporting. - Support the preparation of performance reports for CCTV Control Room Operators, TSOs, Drone, and Bus Security Guards. - Support the Road Safety Manager and their team with operations, events, and other road safety initiatives. - Respond to routine enquiries and requests from colleagues and stakeholders in a timely and professional manner.
Financial - Assist with basic financial processes such as raising purchase orders and tracking expenses related to security operations. - Learn about budgeting and financial planning through shadowing and training. - 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. - Develop greater independence in your work and enhance your competencies. - 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?
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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	
Experience using Microsoft Office to complete basic tasks		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 at all levels 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, and ask for help when needed	x		x	x	
Ability to work collaboratively with others	x		x	x	
Interest in security, policing, or public safety		x	x	x	
Awareness of data protection and privacy requirements for surveillance and asset management		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 Business Administrator 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