



Job Description

Job Title:	Intern – P&C Digital Change Support
Directorate/Team:	People & Culture Services (P&C)
Location:	16 Summer Lane or other site/location
Responsible to:	Line manager
Responsible for:	N/A
Key working relationships: (internal)	P&C Leadership Team, Technology & Insight, Internal Communications
Key working relationships: (external)	Supplier project teams

Purpose of the Post

The WMCA Year Intern Programme offers penultimate year university students a structured placement designed to bridge the gap between academic study and professional practice. Regardless of the directorate or discipline you join, all interns benefit from a shared development framework, including structured learning activity, mentoring, and regular support to help you make the most of your time with us.

This role sits within that programme. You will contribute to real work across the organisation, develop core professional skills, and gain a genuine insight into public sector delivery at a regional level, building a strong platform for your final year and the career decisions that follow.

Accountabilities

- Support with the digital transformation across People & Culture services (P&C).
- Support with the shaping and launch of a People Hub on the intranet that supports collaboration, communication and engagement.
- Learn and apply organisational policies, procedures and systems to ensure consistent and high-quality support.
- Actively engage in training and development activities.
- Demonstrate a positive attitude, curiosity and willingness to learn and improve.
- Maintain confidentiality and integrity in handling sensitive information.

Responsibilities

Strategic

- Assist with the implementation of the P&C tiered service under the new Target Operating Model.
- Support the implementation of other digital systems within P&C.
- Work flexibly and with integrity to meet the needs of the WMCA and the People & Culture function.

People

- Build positive working relationships with colleagues, internal and external stakeholders, mentors, and managers across the organisation.
- Seek regular guidance from mentors and managers 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, seeking and acting on feedback.
- Represent the organisation professionally when interacting with external partners or members of the public.

Operational

- Support with the design and build of intranet pages using Microsoft Sharepoint for the People Hub so they are clear, accessible and easy to use.
- Support with writing and editing copy for pages, announcements and simple user guides.
- Support the People Hub intranet launch activities.
- Support with the implementation of other digital systems across P&C.
- Support user testing for various systems by gathering feedback and turning it into practical improvements.
- Undertake research and analysis on core people related topics to identify patterns or improvements.
- Provide administrative and logistical support for meetings, workshops and events.
- Participate in hands-on training, shadow experienced professionals, and attend relevant courses to build expertise.
- Learn to use digital tools and systems to manage tasks, schedules and workflows.
- 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.

Financial

- Ensure accuracy and attention to detail when handling financial data or documentation.
- Understand the importance of value for money and responsible resource use in public service delivery.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Take part in internal development programmes, networking events, and mentoring opportunities as required.
- Represent the WMCA in a professional manner.
- Uphold the organisation's values, including integrity, inclusivity and public service.
- 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*
Ability to work in a team environment	x		x	x	
Experience supporting projects or events		x		x	
Ability to work effectively in a hybrid environment, combining remote and office-based work	x			x	
Awareness of Microsoft Office (Word, Excel, Outlook)	x			x	
Skills / Knowledge	E	D	A*	I*	T*
Good analytical skills, able to review information and determine the best approach	x				
Ability to communicate effectively through strong written and verbal communication skills	x				
Attention to detail and accuracy	x				
Ability to manage time and prioritise tasks effectively	x				
Willingness to learn and take initiative	x				
Ability to work collaboratively with others	x				
Qualification / Education / Training	E	D	A*	I*	T*
GCSEs in English and Maths (grade 4/C or above) or equivalent (e.g. level 2 Functional Skills)	x		x		
Currently studying towards an undergraduate or postgraduate degree (in technology/digital or related field) and able to commit to a 12 month internship programme	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
		RLW	
Position Reference			

