Graduate Trainee Internships

National Lottery Heritage Fund

In partnership with

Windsor Fellowship

https://www.heritagefund.org.uk/hub/investing-heritage-diverse-ethnic-communities
Welcome

Dear Candidate,

I am delighted that you are interested in applying for a Windsor Fellowship Graduate Trainee Internship at the National Lottery Heritage Fund. This will be the third year that we have run this Graduate Trainee Internship programme, in partnership with the Windsor Fellowship, offering internships that are only open to candidates from a Black, Asian or minority ethnic background.

I am proud of our partnership with the Windsor Fellowship and our Graduate Trainee Internship programme which is a specific commitment to positive action that we have deliberately taken to increase and enhance our workforce diversity by creating opportunities for individuals who are currently under-represented in our teams. It is a brilliant initiative and I am thrilled we are able to run the programme again this year.

Diversity, inclusion and accessibility is hugely important to the National Lottery Heritage Fund. It is one of our core values and a key principle throughout all our work. As part of that, we are committed to building a valued and diverse community of staff that reflects the diversity of the UK public and the communities we work with. We believe that heritage should be accessible to all sections of society - and correspondingly that our own workforce should reflect all sections of society. We value the lived experiences of our staff, our customers and our stakeholders in shaping how we operate. To that end, we need to enhance the diversity of our workforce. Our commitment to create these Graduate Trainee internships is one of many actions we are taking to address the areas where we want to do improve.

The National Lottery Heritage Fund is a unique organisation which plays a vital role in conserving some of the UK’s most special places. We have invested £8.4billion in more than 49,000 projects across the UK since 1994. We use money raised by National Lottery players and – more recently – funding we’ve distributed on behalf of governments across the UK to help people explore, enjoy and protect the heritage they care about. From the archaeology under our feet to the historic parks we love, from precious memories to rare wildlife, we protect some of the UK’s most special places for current and future generations to enjoy.

We are proud of the role we play to protect the UK’s heritage and of the rich and diverse audiences that our work reaches. It is critical to us that our organisation reflects this diversity, as this makes our organisation more robust, fairer and better equipped to deliver our objectives. If you believe you have the attitude, skills and experience we are seeking, then I would strongly encourage you to consider applying for this programme. You will find more details about the Graduate Trainee role, the work of the Fund, and the work of the Windsor Fellowship elsewhere in this pack.

We very much look to forward to receiving your application. So far, we have welcomed 8 graduate trainees to Heritage Fund through this programme. I truly believe that the Windsor Fellowship internships offer a fantastic opportunity both to the trainees who participate in the programme but also a brilliant opportunity for us at the Heritage Fund to bring more diverse talent into the organisation. I look forward to welcoming a new cohort next year. I hope you will consider joining us and helping us improve our services to everyone across the UK. More than ever perhaps, heritage and community matter to all of us.

Eilish McGuinness  
Chief Executive Officer
About the National Lottery Heritage Fund

Inspiring, Leading and Resourcing heritage across the UK

The National Lottery Heritage Fund is the largest dedicated grant funder of the UK’s heritage. We believe that understanding, valuing and sharing our heritage brings people together, inspires pride in communities and boosts investment in local economies. We distribute National Lottery grants from £3,000 to £5million and over, funding projects that sustain and transform the UK's heritage. We provide leadership and support across the heritage sector, and advocate for the value of heritage. Since 1994, we’ve awarded over £8bn to more than 44,000 projects across the UK.

About the Windsor Fellowship

The Windsor Fellowship was established in 1986 to help young people from diverse ethnic backgrounds to maximise their individual, social and economic talents and in doing so change UK society for the better. They design and deliver innovative personal development and leadership programmes, which enables talent from diverse communities to be realised. To date they have trained and supported over 15,000 young people to successfully navigate key milestones along their educational/career journeys.

The Windsor Fellowship’s objectives are to:

- Improve educational attainment levels;
- Strengthen community cohesion and,
- Achieve a greater equality of employment outcomes.

About the Graduate Trainee Internships

For the duration of our partnership with the Windsor Fellowship, the Fund hopes to run four Graduate Trainee Interns each year for a period of 12 months each. During this time, the Trainees will undertake work across a variety of teams.

We deliver services across the UK and our operating model has local teams running local services out of local offices. But more than that, many of our corporate roles such as HR, Marketing and Policy and more have already been based in local offices outside of London for some time. During 2020 we have seen, more than ever, that our people can work effectively from anywhere in the UK. Our Graduate Trainee roles can be based in any of our offices across the UK (Belfast, Cardiff, Edinburgh, London, Exeter, Birmingham, Nottingham, Cambridge, Leeds, Manchester and Newcastle). The final location will be chosen by mutual agreement between the Fund, the Fellowship and the Trainee dependent on the best balance of needs and opportunities.
At the end of the 12 month Internship the Fund hopes that the Trainee will choose to apply for, and be successful for, one of our permanent vacancies. The rotation assignment system (see below) has been specifically designed not only to equip the Trainees with skills and experiences in a variety of functions, but to provide the Trainee with the opportunity of applying for multiple roles at the end of their internship. If a Trainee is successful in applying for one of the Fund’s vacancies before the end of the 12 month programme that appointment will be confirmed but it would normally be expected that they will still finish their Internship. If the Trainee is unsuccessful for applying for vacancies within the Fund they will be supported with career coaching and the Fund and the Fellowship will help them utilise their skills and experiences for opportunities outside of the Fund.

Each Graduate Trainee will offered an opportunity to undertake two assignments, each of six months duration, during their internship. The order in which they undertake this and the teams to which they are assigned will vary and will be determined through mutual agreement by the Fund, the Windsor Fellowship and the Trainee before the start of the rotation. This will generally be based on the skills and interests of the Trainee, and the resources/capacity of the relevant teams to support the Trainee’s interests.

The following teams are expected to be available for assignment opportunities but this list is not exhaustive:

- Human Resources
- Finance
- Legal and Governance
- Facilities and Estates
- Investment Management (i.e. the provision of funds and grants to customers)
- Engagement Management (i.e. supporting potential applicants and undertaking customer and community outreach activities).
- Service Delivery/Digital
- Marketing and Communications
- Corporate Strategy and Policy

**Our Commitment to Equality, Diversity and Inclusion**

**Community Heritage - Heritage for all**

We have championed the idea that heritage is what people value and want to hand on to the future, regardless of official recognition or designation. We will continue our strong support for local and community heritage. Heritage has a crucial role to play in contributing to a flourishing, more equitable society in the UK. Heritage belongs to us all - which is why we want to help tell everyone’s stories. we support all sorts of projects which explore and celebrate the heritage of black, Asian and minority ethnic communities. But we also want to help the sector itself to better reflect the UK population. That's why we make it mandatory that all of the projects we fund ensure a wider range of people are involved in heritage.

**Addressing under-representation in heritage**

Reflecting the priorities of National Lottery players, we have a particular focus on reaching those millions of people in the UK who are typically under-represented in heritage or who face barriers to being involved. Through our outreach support, we encourage and enable applications from organisations that work with, and seek to benefit disabled people, young people, people from minority ethnic and LGBT+ communities and people from lower socio-economic backgrounds.
Job description

Post: Graduate Trainee (Windsor Fellowship)
Contract: 12 months Internship
Hours: Full time (35 hours per week) or Part Time
Location: Flexible – Based in any of the Fund’s offices
Reporting to: Special (see note below)
Range: Range 2
Salary: £23,230 - £27,270 per annum (+ £3,333 London based posts)

Job purpose

The postholder will work within a variety of teams across the Fund under the supervision of various managers during their internship. Opportunities will vary as the Fund will endeavour to match the skills, interests and abilities of the interns to the most appropriate roles in order to maximise the benefits of the internships. See below for expected roles. Our Graduate Trainees will undertake a diverse work programme, with specific responsibility for their own projects. They will also be expected to undertake individual personal development within the role (both self-directed and directed), both through activities provided by the Fund and the Windsor Fellowship.

Key duties and responsibilities

Each internship will be for 12 months with modules of work ("assignments") undertaken across various departments and teams participating in the programme, either on a multi-modular basis or concentrated in specific areas/teams. As such, duties, activities and responsibilities will vary during the length of the internship but are expected to fall into four core categories:

1) Rotation Assignments

Each Graduate Trainee will normally undertake two assignments, each of six months duration, during their internship. The order in which they undertake this and the teams to which they are assigned will vary and will be determined through mutual agreement by the Fund, the Windsor Fellowship and the Trainee before the start of the rotation.

During each assignment the Graduate Trainee will be expected to undertake the following:

- Perform various core business activities to support the essential delivery of day to day operational services within the team. (Duties will vary but it is expected that the Trainee will have the opportunity to learn the core functional services of each team including writing letters, drafting contracts, researching management reports, managing IT records, dealing with queries, complaints, emails and more.)

- Lead on one or more specific management projects, or specific elements of wider projects, to support the goals of their host team. (Projects will vary but this will include the need to research, analyse, recommend and present options to a senior manager.)

- Contribute towards the review and improvement of systems, procedures and policies.

- Shadow team members, including senior managers, to learn more about the Fund’s services and operating procedures.
• Attend team meetings and participate in meetings with customers and stakeholders as needed.

• Contribute to the delivery of the relevant team’s business strategy (with particular reference to the Fund’s Corporate Strategy and objectives).

2) Extended Assignment (Limited Rotation)

Dependent on the needs of the Fund and the needs of the Graduate Trainee, it may be mutually agreed to limit rotation opportunities. This may occur if the Trainee has a specific career pathway planned before the start of the internship and this meets the needs of the Fund. It may also occur if the Trainee or their Fund manager requests an extension to an assignment longer than the usual six month rotation. Potentially the whole of the 12 month internship might be based with one team.

3) General Activities

In addition to any specific activities undertaken on each rotation, all Trainees are expected to engage in the following activities:

• In conjunction with the Fund and the Fellowship, design, undertake and complete a structured personal development plan.

• Undertake activities to learn more about the Fund’s structure and services and, most importantly, learn about the customers, communities and stakeholders we support.

• Develop verbal and written communication skills, including presentation skills, to be able to operate effectively in a potential future management role.

• Support the Fund’s equality, diversity and inclusion initiatives by participating in group work linked to identified projects, or undertaking individual pieces of research or project work in support of existing plans.

• Demonstrate commitment to continuous personal and professional development by exploring learning opportunities within and outside the Fund.

• Comply with the Fund’s policies and governance arrangements, including health and safety.

4) Windsor Fellowship Activities

The Windsor Fellowship expects that Trainees will undertake the following activities that will be provided for interns on this programme:

• Participation in six seminars involving talks/insight seminars that focus on the development of key skills and competencies.

• Participation in opportunities for voluntary work focussed on skill development and community engagement, in the context of active citizenship.

• Engagement with an allocated Development Mentor

Mandatory duties and responsibilities:

• Collaborative working: All staff are required to support effective collaborative working within their team, Department and wider Fund to ensure the strategic goals of the Fund are met.

• Digital working: All staff are required to support digital working and support the Fund’s digital strategy.
• Values: All staff are required to understand the Values of the Fund (Inclusive, Ambitious, Collaborative, Trusted) and to demonstrate and apply these in all of their duties.

• Diversity and Inclusion: All staff are required to understand, commit to and apply the Heritage Fund’s strategic goals for championing diversity and inclusion.

Other

• The Fund is a UK wide organisation. Unless otherwise stated, the location of all posts in the Fund is flexible. Occasional travel, site visits and overnight stays will be necessary for all roles but will vary according to the needs of each Department.

• The Fund champions and encourages flexible working where this supports the needs of the Fund.

Note on job descriptions: These are a guide to the contents of the job and the skills and experience required. Job content may change over time and are not part of the contract of employment.

Person Specification

Required Skills, Experience and Knowledge

• Ability to quickly learn new skills, systems and processes.

• Effective time management skills, including the ability to meet deadlines and manage competing priorities.

• Ability to provide clear advice and guidance to a wide and diverse audience, including the ability to adapt styles according to audience needs.

• An understanding of the importance and value of inclusion and accessibility, with the ability and desire to support the Fund’s objective of enhancing diversity in grant giving, governance and workforce. (Previous experience of undertaking or leading activities to enhance inclusion and/or accessibility would be desirable).

• Good communication skills, written and oral including use of social media.

• Ability to research, analyse and present a range of information.

• Ability to manage and deliver project work with limited supervision.

• Ability to think creatively and innovatively and use initiative to seek solutions to both simple and complex problems.

• Ability to be an active and constructive team member demonstrating the flexibility to work successfully across a dispersed team.

• Ability to deal in a helpful and professional way with a wide range of people and be aware of customer needs.

• Evidence of a commitment to continuous personal and/or professional learning and development.

• Competent IT skills including knowledge of Microsoft Office, Excel/spreadsheets and the use of databases.
An interest, understanding or appreciation of the value that heritage brings to communities and the wider UK society would be desirable.

*Plus for any internships based in Wales:*

A working knowledge of the Welsh language (both written and spoken) or a serious commitment to learn the Welsh language is desirable. Some training can be provided - albeit within the constraints of the rotation assignment framework.

**Eligibility Note:**

These Graduate Trainee opportunities are only open to candidates from a Black, Asian and minority ethnic background who are appointed through the Fund’s partnership programme with the Windsor Fellowship. This programme is a specific commitment to positive action by the Fund to increase and enhance the diversity of the Fund’s workforce by creating opportunities for individuals who are currently under-represented in our teams.

**SELECTION NOTE**

The candidates who appear from the information available to be best suited for the post will be invited to interview. It is important, therefore, that your application gives a full, but concise, description of the nature, extent and level of the responsibilities you have held.

The Fund is administered by the Trustees of the National Heritage Memorial Fund [NHMF] and all employees are contracted via NHMF.

We are fully committed to the provision of equal access and opportunity, both through the lottery funds we distribute and as an employer. We appoint solely on the basis of ability. We guarantee to interview all applicants with a disability who appear to meet the criteria for these appointments.

*As a Disability Confident Employer we are committed to interviewing all applicants with a disability that meet our minimum requirements*
EMPLOYEE BENEFITS

PENSION
Eligible employees will be entitled to a Civil Service Pension. Further information is available at http://www.civilservicepensionscheme.org.uk/

ANNUAL LEAVE
Annual leave for a full time post is 26 days per annum in the first full year and is calculated and granted in hours. This rises, on the anniversary of your start date, by one day for each completed year of service to a maximum of 31 days after 5 years' reckonable service. This is in addition to the statutory holidays and 1.5 'privilege days' allocated each year at a time decided by the Fund's Executive Team.

Hours for part time posts will be pro-rata based on a 35 hour working week. Annual leave and entitlement to Bank Holidays are also calculated on pro-rata basis.

SPECIAL LEAVE
The NHMF allows paid and unpaid special leave in specified circumstances detailed on our staff intranet.

SALARY ADVANCE
An interest free advance is offered to all members of staff who have completed their probationary period to cover the cost of the purchase of an annual season ticket or purchase of a bicycle. There is also the option for an advance to cover the first month's rent deposit on a flat/house. The sum advanced will be repaid by regular deduction from salary.

CYCLE TO WORK SCHEME
As part of the government’s ‘Cycle to work guarantee’, the NHMF is able to hire cycles and cyclists' safety equipment to employees as a tax-free benefit. Employees choose the bike and safety accessories needed and the NHMF will hire the equipment to the employee through salary sacrifice reductions for a minimum 12 month period. This can save employees up to 40% on the retail price.

WORKFORCE DEVELOPMENT
The NHMF is fully committed to learning and development. We want to ensure staff have the right skills and knowledge to deliver their roles effectively. We offer access to a wide range of training opportunities including workshops and e-learning delivered in-house, as well as some opportunities for external learning.

BENENDEN HEALTH
Employees are eligible to join Benenden Health. Benenden Health can offer affordable healthcare which works alongside and not in competition with the NHS. It is a low cost, high-benefit plan which offers a flexible range of treatment for you and your family.

GYM MEMBERSHIP AND HEALTH SCREENING
After three months' service the NHMF will offer up to £50 per month (paid through payroll) for gym membership and after one year there is also the option of a health assessment.

EQUAL OPPORTUNITIES
The NHMF is an equal opportunities employer. We do not discriminate. We’ll judge you on your abilities and nothing else.

The NHMF will always endeavour to make reasonable adjustments for disabled staff.
EMPLOYEE PERSONAL INFORMATION PRIVACY NOTICE

The National Lottery Heritage Fund (The Fund) collects and maintains some personal details about you. This document explains why we have that information, how we use and handle it and your rights to that information. We are committed to protecting the privacy of the data that we process and hold, and complying with the applicable Data Protection legislation and GDPR.

Scope

This privacy notice explains how the Fund handles the personal information of apprentices, employees, applicants, interns, former employees, dependents, contractors, consultants and temporary agency workers in the course of its activities.

Personal Information means any information relating to an identified or identifiable natural person; one who can be identified, directly or indirectly, by reference to an identifier such as name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Special Categories of Personal Information (also known as Sensitive Personal Information) means Personal Information in the following categories: racial or ethnic origin, religious or philosophical beliefs, data concerning health or sexual orientation, genetic data, and biometric data.

Identity of the Data Controller

The National Lottery Heritage Fund is a Data Controller as defined by the GDPR legislation. Please see the Fund web site (heritagefund.org.uk) for up to date contact details.

Categories of Personal Information

In the normal course of human resources and business activities, we process the following categories of personal information:

- Personal identification information, such as your name, home address, date of birth, gender, work-related photographs, and home phone number;
- Government-issued identification numbers, such as National Insurance number for payroll purposes;
- Immigration, right-to-work and residence status;
- Family and emergency contact details;
- Job-related information, such as your previous employers, your years of service, work location, employment ID, work record and history, vacation absences, and contract data;
- Educational and training information, such as your educational awards, certificates and licenses, vocational records and in-house training attendance, whether you are in receipt of a student loan – for pay purposes;
- Recruitment and performance-related data, such as objectives, ratings, comments, feedback results, the Fund’s career history, work equipment, career and succession planning, skills and competencies and other work-related qualifications;
- Information related to your usage of the Fund’s assets, in particular its computers and telecommunication systems, and traffic generated on Internet usage;
- Information needed for compliance and risk management, such as disciplinary records, and background check reports;
- Payroll and payment or benefits related information, such as salary and insurance information, dependents, National Insurance or tax numbers, bank account details, and employment related benefits information, family and dependent information;
- Passport information; and
- Work or security pass related information including photographs;

In addition, we may process Special Categories of your Personal Information, for example:

- Health and sickness information, such as medical certificates; and
• Criminal convictions and prosecutions.
• Diversity data, which we use for collective monitoring purposes rather than to identify specific individuals.

**Legal bases for processing**

We will process your Personal Information on the following legal bases:

• The performance of a contract with you;
• The legitimate interests of the Fund, to run our businesses efficiently and effectively;
• As required by law;
• Your consent, where required and to the extent of applicable law; and
• Your vital interests.

We will process Special Categories of your Personal Information on the following legal bases:

• Employment contract;
• Your explicit consent;
• There is a legal obligation;
• Your vital interests; and
• Legal claims.

**Purposes of processing**

We process Personal Information for the following purposes:

• Workforce administration, payroll, compensation and benefit programs;
• Performance management, learning and development;
• Advancement and succession planning;
• Workforce planning, recruitment and staffing;
• Legal compliance, including compliance with government authority requests for information, court orders and tax compliance;
• Workplace management, such as travel and expense programs and internal health and safety programs;
• Internal reporting;
• Audit;
• To protect the Fund, its workforce, and the public against injury, theft, legal liability, fraud or abuse or other injury; and
• Other legal and customary business-related purposes.

The Fund also monitors and filters the use of company devices, our network, and internet traffic for lawful business purposes, and in particular for:

• Ensuring adequate Information Systems integrity and detecting and preventing criminal activity, including cyber-crime;
• Protecting information, including, but not limited to, personal information, confidential information, and business information against destruction, loss, alteration, unauthorized access, disclosure or hacking;
• Securing the effective operation of its Information Systems;
• Ensuring compliance with applicable regulatory and self-regulatory obligations; and
• Detecting instances of non-compliance with the Fund's policies on internet use.
Recipients of Personal Information

We may disclose your Personal Information in the following circumstances to:

- Subcontractors, vendors or suppliers who perform services on behalf of the Fund;
- Any recipient, if we are required to do so, such as by applicable court order or law;
- Any recipient, with your consent, such as for employment verification or bank loans; or
- Any recipient when reasonably necessary such as in the event of a life-threatening emergency.

International data transfers

The third parties, subsidiaries and affiliates to which your Personal Information can be disclosed operate within the EU and are subject to the same data protection laws. If it becomes necessary to transfer your Personal Information outside of the EU we will take measures to ensure that your Personal Information receives an adequate level of protection, setting forth our high standards for processing personal information, and Standard Contractual Terms. Where required we may request your consent for a data transfer to a data processor located outside of the EU.

Data retention

Your Personal Information will be retained as long as necessary to achieve the purpose for which it was collected, usually for the duration of any contractual relationship, and in order to pay an accurate pension, and for any period thereafter as legally required or permitted by applicable law. The Fund Records Retention schedules can be found on the intranet.

Protection and security

The Fund takes precautions to protect Personal Information from loss, misuse, and unauthorized access, disclosure, alteration, and destruction. We have taken appropriate technical and organizational measures to protect the information systems on which your Personal Information is stored and we require our suppliers and service providers to protect your Personal Information to the same high standards by contractual means.

Your rights

The Fund will be guided by the appropriate Data Protection legislation in responding to privacy rights requests such as those listed below.

- Information and Access: You may request access to your Personal Information, be provided with supplemental information, and be provided with a copy of your Personal Information. The right to Information and Access has some restrictions. For example, access may be denied in the case of recurrent access requests within a short time interval, or where providing such access or correction could compromise the privacy of another person or unreasonably expose sensitive company information.
- Rectification: You may request to rectify and/or update Personal Information if it is inaccurate or out-of-date.
- Erasure: You have the right to have your Personal Information erased. This right is subject to restrictions.
- Restriction: You have the right to have your Personal Information restricted. Restriction means that your Personal Information is only stored by the Fund, and not further processed, while your complaint is dealt with. This would also affect our ability to pay Salary through our payroll provider.
- Object to Processing: You have the right to object to specific types of processing. These types are direct marketing, processing for research or statistical purposes and processing based on legitimate interests. The right to object to processing based on legitimate interests may be subject to demonstration by the Fund of grounds which override your right to object.
- Data Portability: You have the right to request Data Portability. Data Portability is the provision of your Personal Information in a structured, commonly used and machine readable form so that it
may be transferred by you or by the Fund to another company easily. The right to Data Portability is subject to restrictions. For example, Data Portability does not apply to paper records or to sensitive company information and must not prejudice the rights of others. We would seek your specific written consent to do this.

- Right not to be subject to decisions based solely on Automated Decision Making: You have the right not to be subject to decisions based solely on automated processing (i.e. without human intervention), if those decisions produce legal effects or significantly affect you. Automated Processing is processing of your Personal Information by automated means.

You also have the right to lodge a complaint with the Information Commissioners Office.

You may request to exercise any of these rights through your Human Resources contact or the Data Protection Officer.

**Consent and withdrawal of consent**

If consent is the legal basis of the processing of your Personal Information or Special Categories of Personal Information, you may withdraw any consent previously granted for a specific purpose, free of charge, by contacting the Data Protection Officer.

**Privacy concerns and how to contact us**

If you have any questions about this privacy notice or if you believe that your Personal Information is not handled in accordance with the applicable law or this notice, you have several options:

- Contact the Data Protection Officer, Oliver Dunn ([Oliver.Dunn@heritagefund.org.uk](mailto:Oliver.Dunn@heritagefund.org.uk))
- Discuss the issue with your Line manager or Line Managers’ manager,
- Contact the Human Resources department.

**Modifications to our Privacy Notice**

We may amend this notice from time to time, should it become necessary to do so. This notice may also be supplemented by other statements as needed to comply with Data Protection legislation.