

Welsh Parliament

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# Ymlaen: The Senedd's Internship for Black, Asian, and Ethnic Minority graduates

Estates and Facilities Management



[www.senedd.wales](http://www.senedd.wales)

# About the Internship

We are looking to offer a paid, 12-month training internship to four graduates from a Black, Asian or Ethnic Minority background. The interns will be placed in various areas within the organisation – in this document you will find further information regarding the placement within the Estates and Facilities Management team. The interns will not be employed by us and the internship does not offer or guarantee a substantive role at the end of the 12-month period. The aim is for the interns to develop the skills, experience and ability required for an employed role within the Senedd Commission or elsewhere.

Training at the Senedd Commission means you will be at the heart of Welsh politics, developing your skills and knowledge on how to best navigate a busy and exciting workplace where Welsh laws are made. The Internship is an excellent opportunity that has been designed to provide you with the understanding and ability to develop within a diverse and inclusive organisation.

## Development Opportunities Offered

During the Internship, you will receive continuous support from our Organisational and Development team. They will offer a wealth of resources and support, ensuring that you have all the tools you need to grow and to flourish at the Senedd. They will also arrange external training courses and events to encourage your learning as well as offering great internal opportunities in learning and development.



# Welcome from the Head of Service



## **Nerys Evans, Head of Estates and Facilities Management Services**

Thank you for your interest in this internship at the Senedd within the Estates and Facilities Management Service. I joined the Senedd in 1999 and have been privileged to witness at first hand the Senedd's continued development and growth since that time. The Senedd is a great place to learn and is a friendly and welcoming organisation.

Our team is responsible for a wide range of services that help to ensure the work of the Senedd runs smoothly and efficiently. Our services include management and maintenance of the buildings and accommodation including contracted cleaning and catering services. We are also responsible for a variety of projects and sustainability and environmental management. We also provide an in house printing and mailroom service. We work closely with a range of colleagues across all services within the Senedd to ensure high quality facilities management. Our work is varied and no day is the same and we pride ourselves on being a flexible and responsive team that solves all sorts of issues and requests.

**Title:** Senedd Internship – Estates and Facilities Management Team

You will be paid a grant of £32,141 for the Internship.

**Duration:** 12 months – fixed (January – December 2025)

**Service:** Estates and Facilities Management

**Eligibility:**

1. You have the right to work in the UK without restrictions. Please note that the Senedd does not sponsor work visas
2. You live in Wales
3. You are from a Black, Asian or Ethnic Minority background
4. You have been a resident in the UK or Ireland for a minimum of three years (this is a requirement to undertake National Security Vetting)
5. You are an university graduate at the time the Internship starts
6. You are available to take part in the Internship from January 2025 to January 2026.

**Location:** Senedd, Tŷ Hywel, Cardiff Bay

The Intern role will normally be a hybrid of on-site and remote access at our discretion. You will be provided with the support and equipment you will need to be able to carry out the Internship from home.

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**Pattern of training:** This is a full-time training programme although flexible arrangements will be considered, subject to meeting the needs of the internship programme.

You may also be required to attend events during the evening and on weekends.

**Security Clearance:** This position has been assessed as requiring a ‘SC’ level of security vetting. For candidates who do not currently possess this level of clearance, appointment would be subject to the successful completion of this level of security vetting.

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## About us:

Responsible for the development and maintenance of the buildings, the Estates & Facilities Management (EFM) team provides a wide range of functions. From managing key contractors and ensuring the buildings are clean and fit for purpose, to their proactive maintenance. We manage key stand-alone building projects and continual environmental improvement, ensuring the facilities meet the changing demands of the organisation in as sustainable a way as possible.

At an exciting time in the development of the Senedd as an institution, there are a variety of new projects coming on line with which you could be involved, along with the day-to-day running of our estate. You will learn from experienced staff as well as contractors and suppliers, developing a range of transferable skills. We will train you in project management and monitoring of KPIs, and how to dealing with reactive calls and the related customer service. We pride ourselves on our sustainability credentials, including our ISO14001 certification and you will learn about a mix of continual environmental improvement and new sustainability projects.

Outlined below are the key areas of the training that you will receive during your Internship.

### Sustainability Team

- Understand the work of the Sustainability Team; the plan, do, check, and act methodology which underpins continual improvement of the estate.
- Learn about reporting requirements and the need to produce transparent, auditable, data.
- Learn about the methodologies for carbon foot printing and new work on wider Scope 3 requirements.
- Learn how to liase with suppliers to improve Scope 3 carbon reporting and support the reduction in our overall carbon emissions.

### Customer Servies

- Gain experience alongside the Service Desk team in the Facilities department in responding to stakeholders using the estate.
- Understand the methods used to respond to queries quickly and efficiently, but referring on to other teams where required, then monitoring the effectiveness of responses.

### Projects Team

- Gain experience with the Projects Team during this exciting time in the development of the Senedd estate, including supporting both the *Ty Hywel '26* and *7<sup>th</sup> Senedd Transition* projects.
- Learn about the relationship with suppliers, including how contracts are managed and KPI data is used monitor performance of contractors.

## Specific skills and Competencies:

This section states which skills and experience are deemed to be essential for this placement.

You should refer to the following criteria in your application form.

### Criteria:

1. Excellent organisational skills and attention to detail, with the ability to prioritise your time effectively and respond flexibly to last minute changes or competing priorities.
2. Strong interpersonal skills and team working: ability to be effective as part of a small team and to work confidently with staff at all grades and other key stakeholders.
3. Strong oral and written communication skills, with the ability to deliver a high level of customer service.
4. Good working knowledge of Microsoft Office packages including Word, Outlook and Excel.

### Welsh language criteria:

The language skills for the internship have been assessed Courtesy Level Welsh.

Candidates should have the ability to:

- Pronounce Welsh names, answer the telephone, greet people or make introductions bilingually;
- Understand and use proactively familiar, everyday, expressions;
- Understand very short texts where people are giving basic information about themselves or others in correspondence, on forms or to interpret content using the technology available.

## Level Competency Areas and Behaviours:

These are the specific competencies that you will be expected to demonstrate for this Internship.

Competency areas and Behaviours will be assessed at interview stage and **do not** need to be addressed within your application form.

### Aspiring leadership

- Aspires to constructively challenge and be open to being challenged.
- Aims to take responsibility for the achievement of a team's objectives whilst working towards being visible, approachable and accessible.

### Developing skills in working with and valuing others

- Shares information with and consults others in the team, developing the use of appropriate communication methods.
- Is gaining an understanding of wider corporate aims and objectives, while becoming aware of political priorities and sensitivities.

### Growing in learning and improving

- Aspires to make timely, consistent decisions based on evidence, working towards identifying and resolving key issues.
- Seeks opportunities to solve problems and make improvements, including drawing on advice and assistance as needed, while developing options and proposing ways forward.

### Progressing in delivering results to our customers

- Plans ahead with guidance to define priorities, deliverables and contingencies before and during work.
- Developing the ability to work on own initiative, managing time and resources effectively while considering others' priorities and needs.

## Our Values:

Our values are part of everything we do. Together, we've created a set of values that celebrate the way we work together, and remind us of who we are and what we stand for.



### RESPECT

We are inclusive, kind, and value each other's contributions in delivering excellent services



### PASSION

We are purposeful in our support of democracy and pull together to make a difference for the people of Wales



### PRIDE

We embrace innovation and celebrate our achievements together as a team

## WE ARE ONE TEAM

We look forward to seeing how your values align with ours, so you can help nurture a positive and inclusive culture with us.

## Our official languages (Welsh and English):

We are fully committed to continuously enhancing and improving our exemplary bilingual services and to being a truly bilingual organisation so that Members of the Senedd, the public and staff can choose to work or communicate naturally in either or both of our official languages, with the use of both languages proactively encouraged and facilitated.

Though we do not require all our staff to be fluent in both our official languages, our expectation is that they are all committed to the delivery of services in both our official languages. To that extent, we expect all Senedd appointees to have, or to acquire during an agreed period, courtesy-level skills in Welsh.

## Diversity and Inclusion:

We want to foster an inclusive organisational culture, attracting and retaining the widest range of talent and ensures that all our employees realise their full potential, irrespective of their background. We want our workforce to be more representative of all sections of society at all levels in the organisation.

We welcome applications from a diverse range of people, from all backgrounds and with many different skills, experience and perspectives. We particularly encourage applications from disabled people and people from ethnic minority communities, who are currently under-represented in our workforce. Find out more about our approach to diversity and inclusion on our [website](#). All appointments will be made on merit.

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## Apply now!

### Application Process

Online applications open	23 September 2024
Virtual information sessions	8 October 2024
Application deadline	4 November 2024
Windsor Fellowship Assessment Development Centre (virtual)	11 – 27 November 2024
Senedd interview (virtual)	w/c 10 December 2024
Outcome	18 December 2024
Security clearance and on boarding	December – January 2025
Estimated Internship start date	13 January 2025

If you have any questions about the programme please contact Bernadette Winney on [internships@windsor-fellowship.org](mailto:internships@windsor-fellowship.org)

Interviews will be held virtually using Microsoft Teams.