

Welsh Parliament

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

ICT & Broadcasting



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 ICT & Broadcasting Service. 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



Mark Neilson, Head of ICT & Broadcasting

Croeso / Welcome

Thank you for your interest in training at the Senedd Commission as an Intern in the ICT & Broadcasting Service.

I am pleased that we are partnering with the Windsor Fellowship to be able to offer you an opportunity to learn and develop your knowledge and skills with us. We are committed to taking positive action to improve the diversity of our teams where those from particular backgrounds are under-represented.

Technology underpins all aspects of the Senedd's work and the ICT & Broadcasting Team is central to the delivery of all our services. Our work ranges from providing technical support for Senedd Members and staff, to developing versatile technical solutions that will improve our services. We operate our own internal broadcasting service, where we utilise advanced audio-visual technologies to deliver modern broadcast services, and we also have a Programme Office that is responsible for delivering change projects and initiatives across the organisation

We're looking for someone with a keen interest in technology, an enthusiasm to learn about how it can be exploited to make our lives easier, and an interest in developing the business analysis and project management skills that turn ideas into practical solutions

You will undertake your training with a team of Business Analysis and Project Management professionals who are applying their skills to make improvements in a modern business setting. During your time with us, you will also be given the opportunity to experience all aspects of our ICT & Broadcasting service, providing you with a solid foundation from which to launch a future career in ICT or as well as business analysis and project management.

Title: Senedd Internship – ICT & Broadcasting Service

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

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

Service: ICT & Broadcasting

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 December 2025

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.

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.

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.

Core Training Areas:

The ICT & Broadcasting Team plays a critical role across the Senedd having responsibility for providing ICT support to Senedd Members, their support staff and staff across the Senedd Commission. The service is also responsible for delivering broadcasting services for formal Senedd business such as Plenary and Committee Meetings as well as providing audio-visual support for formal events. Large-scale organisation-wide change projects are delivered by the Programme Team using recognised project management methodologies.

During your Internship within the ICT & Broadcasting team, you will have the opportunity to experience the work of all our teams, helping you to develop a range of ICT and broadcasting skills as well as business analysis and project management skills.

For the first six months of your placement you will be based within our Programme Office Team, which is at the forefront of enabling and delivering Commission wide transformation and continuous improvement initiatives with all things technology. Here you will have the opportunity to see how we drive change and improvement across various departments and deliver vital digital transformation initiatives. For the final six months, you will be able to select an area of our work that is of particular interest to you. Here, you will be able to gain more detailed knowledge and experience working within the teams that support this work.

Outlined below are the key training tasks you will benefit from during your placement.

Programme Office

- Gain experience in significant digital transformation and continuous improvement projects aimed at enhancing the way we do business and deliver for our customers - who include Commission staff, Members, their Support Staff and the people of Wales.
- Learn about various technical projects using appropriate methodologies, with the opportunity to get involved with the practical applications of Business Analysis, Prince 2 and Agile.
- Learn how to develop the business cases needed to secure funding for improvement projects.

You will also be given the opportunity to learn about the work of other teams in ICT and Broadcasting, including the following:

Customer Services

- Understand the work of the teams that support the ICT needs of Senedd Members and their Support Staff, looking at developing the services needed to support their work.
- Learning how to support official business within the Senedd and gain experience of working with the teams that deliver the technical systems used for Plenary and Committee Meetings.
- Gain experience of how a busy service desk operates when dealing with a broad range of service requests and support calls.

Broadcasting & AV

- Learn about the technology used to support the Senedd's broadcasting service and how we work with third party contractors to deliver a variety of content.
- Learn about the audio-visual service and the equipment used to support hybrid and virtual meetings and how this technology is developed.

Infrastructure

- Learn about the practical application of cyber-security and how the Senedd balances the competing needs of confidentiality, integrity and accessibility in order to support the needs of democracy while remaining secure.
- Gain an understanding of the network infrastructure needed to support a modern distributed organisation and how this is developed and supported.
- Gain an understanding of the practical application of cloud computing and how the Senedd uses this to provide a resilient, dynamic environment that can quickly adapt to the Senedd's evolving needs.

Apps Development

- Learn about developing new custom solutions by following a formal development lifecycle with security-first principles.
- Learn about how business critical SQL Server and Azure SQL databases support Senedd services and how these are managed together with the process for installing and designing / implementing new relational databases.
- Learn how to develop data-driven reports and dashboards, using tools like SQL Server Reporting Services (SSRS) or Microsoft Power BI.

Specific skills and Competencies:

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

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

Criteria:

1. Demonstrable interest in the practical application of information and communication technologies or broadcasting.
2. Understanding of the fundamentals of cyber security.
3. Strong interpersonal, analytical and organisational skills.
4. Ability to consider different options and find solutions when problem solving.

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, every day, 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

- Strive to be visible, approachable and accessible
- Aspire to constructively challenge and are open to being challenged

Developing skills in working with and valuing others

- Aim to build links and consult networks internally and externally
- Cascade information and develop the use of the most appropriate communication method

Growing in learning and improving

- Explore different options to find better ways of doing things and consult with others to share good practice
- Aspire to develop options, consider risks and benefits and propose a way forward, monitor progress and evaluate outcome with guidance

Progressing in delivering results to customers

- Seek opportunities to improve levels of service with support and actively seek feedback on the service provided to develop a high-quality service.
- Aim to take responsibility for building productive customer relationships.

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.

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

Interviews will be held virtually using Microsoft Teams.