CANDIDATE PACK

Associate M365 Engineer (AI) Graduate

WELCOME

Thank you for your interest in our graduate roles.

Graduates are our future leaders, bringing fresh ideas, creativity, and energy to help us deliver differently, tackle our financial challenges, and serve our residents and communities.

These roles are designed to fast-track your development, giving you high-quality experience and the chance to make a real impact. They are your opportunity to start a rewarding career in local government and make a difference where it matters most.

Good luck

Matt Bennett (Interim Chief Executive).

WIRRAL

Wirral is a unique place, home to a growing population of over 320,000 people and over 8,000 businesses. Our stunning peninsula extends to 60 square miles and boasts 25 miles of scenic coastline.

It is an area of outstanding natural beauty, packed full of spectacular scenery, with a rich mixture of culture, heritage and picturesque cottages. Our environment, our parks and our leisure and cultural offer are among the best in the UK. It offers cutting edge technology and executive living along the banks of the River Mersey, overlooking one of the most awe-inspiring views anywhere in the world in the famous Liverpool skyline. We're a stone's throw away from the thriving cities of Liverpool and historic Chester.

As a council, we strive to be and make a positive difference for all our residents and communities in Wirral, this is at the heart of what we do. Our employees lead the way and are at the forefront of this commitment and are supported, developed and invested in as individuals. Graduates are a key part of our workforce and play a crucial role in making a difference for the people of Wirral.

WE ARE WIRRAL

Being part of Wirral Council means that no matter what service you deliver, you are supported to #BeTheDifference and improve the lives of everyone across the borough.

Our vision is to promote fairness and opportunity for people and communities and our 2023-27 Council Plan sets out how we will deliver this through:

- Working together to create a more efficient, effective and accessible council

- Working together to improve early help for children and families

- Working together to promote independence and healthier lives

- Working together to deliver people focused regeneration

- Working together to protect our environment

- Working together to create safe, resilient and engaged communities

ACCOUNTABLE

AMBITIOUS

RESIDENT FOCUSED

PROFESSIONAL

OUR VALUES

At the heart of everything we do are our values. They capture our spirit, ambition, and drive what we do and how we approach things. They influence our choices, behaviours, how we treat others and how we make decisions.

We're proud of our values and putting them into practice helps create a supportive, inclusive and positive environment.

THE PROGRAMME

Our Associate M365 Engineer (AI) Graduate will work within the Digital Experience section of our Digital, Data and Technology (DDaT) service.

They will have a vital role in the design, build and implementation of enterprise collaboration tools, applications, and AI capabilities across Microsoft 365, ensuring maximum business value for the organisation.

The role will focus on developing and delivering new tools and capabilities to provide innovative solutions, working with the latest technologies including Microsoft365 Copilot and Copilot Studio. The Graduate will work across our Council services uncovering AI use cases to create and deliver solutions, engaging on adoption, as well as providing end user support and training

It is a **two-year programme** allowing the graduate to develop knowledge, skills and experience through a structured learning and training programme. This includes completing a **Level 4 AI Transformation Specialist**.

Beyond their day-to-day role the Graduate will also access a range of development opportunities that will build their understanding of the Local Government context. This includes mentoring opportunities, access to our senior leaders, and bespoke learning sessions.

We value diversity of experience and backgrounds. We know there is always another way to do things, and we would love to hear what you think! We have a strong graduate network within the organisation to support you in your journey with us and share their experiences with you. We can't wait to welcome you on board!

Wirral's Graduate Programme offers a **competitive salary of £32,061**.

DO YOU HAVE WHAT IT TAKES TO BE THE DIFFERENCE?

- We are looking for drive, energy and creativity to push us out of our comfort zone and bring new ideas to the table.

- We are looking for great people skills; can you work well with others? Do you listen to understand the views of others? Are you able to share your own ideas?

- We are looking for real drive to get things done. Do you have what it takes?

THE PROCESS

There are several stages to our graduate recruitment process, all of which look assess the transferable skills, experience and behaviours you can bring to the role.

Initial application stage,
You will be asked to demonstrate how you meet the essential criteria outlined in the job description as well as our values.

Make sure to refer to the 'Top Tips' section to help you with this!

Assessment Centre
If your initial application is successful, you will then progress to the second stage of the recruitment process, which will include an assessment centre.

This will be an opportunity to show us your strengths and leadership behaviours. We'll be assessing the following behaviours from our leadership behaviours framework at the assessment centre:
Leading Self, Leading Others, Leading Outcomes & Leading in our organisation.

Final Interview
The final stage of the recruitment process is an interview that will take place on the day of the assessment centre. This is a chance to really wow us and demonstrate how you would Be the Difference for Wirral

Our recruitment activities are designed to focus on the strengths and behaviours that would enable you to thrive as a Graduate and so it is not essential to have extensive experience in the workplace to succeed.

TOP TIPS

★ Remember to demonstrate how you meet each of the essential criteria. By doing this you will show the reader that you have the skills and experience to do the role.

★ Remember to provide examples of how you meet the essential criteria to demonstrate how you fully meet each point.

★ Keep your answers succinct.

★ Remember we pride ourselves on our values so make sure to demonstrate how you meet them in your application.

OUR TERMS, CONDITIONS & BENEFITS

ROLE & SALARY

This opportunity is for a Graduate position. The salary is £32,061 (p.a.)

APPOINTMENT TERM

The appointment term is fixed for 2 years.

WORKING ARRANGEMENTS

The post is full time at 36hrs a week. Additionally, Wirral strongly supports a flexible and agile working approach.

LOCATION

The primary location will be in Wirral, but some travel may be required within Merseyside.

LEAVE

You will be entitled to 28 days leave per year, plus 8 additional public holidays. Your entitlement will increase to 33 days plus the public holidays after 5 years of service. Employees also have the option of making use of our additional holiday purchase scheme.

BENEFITS & SAVINGS SCHEME

Wirral Council has a rewards and benefits package for employees. It is free to join and offers a range of discounts in over 7,000 outlets on shopping, dining out, theatre, cinema, experiences and much more.

PENSION SCHEME

You will have the opportunity to join the Local Government Pension Scheme which provides an excellent range of benefits, including a current employer contribution rate of 18.7%.

GREAT GROWTH OPPORTUNITIES

We develop and invest in our people. Your career aspirations are important to us we want to know how we can help you in the next step of your journey. As a graduate you'll pursue a relevant qualification aligned with your role.

EQUALITY & DIVERSITY

We are committed to attracting and recruiting diverse and talented people. We recognise the need for equality, diversity and inclusion within the workforce, and we promote equality and diversity to raise awareness and identify and address any potential under-representation across the business. We will make reasonable adjustments to the recruitment process to ensure applicants are not disadvantaged.

OTHER

We also offer access to an Employee Assistance Programme, volunteering leave, discounted Invigor8 gym membership, travel loans and more.

Find out more here on our jobs page.

TIMELINE

- **Applications open – 15th December 2025**

- **Informal discussions – 15th December 25 – 16th January 2026**

- **Applications close – 18th January 2026**

- **Application outcomes confirmed - by 23rd January 2026**

- **Assessment centre & Interviews – 30th January 2026**

- **Outcomes confirmed - w/c 2nd February 2026**

- **Interviews w/c 9th February 2026**

- **Anticipated start - End of March 2026**

JOB DESCRIPTION

Job Title	Associate M365 Engineer (AI)
Grade	Graduate Grade
Reporting To	M365 Team Leader
JD Ref	TR/03/081

Purpose

The role holder will be part of a M365 team that sits within the Digital Experience section of Digital and Data Architecture service. It has a vital role in the design, build and implementation of enterprise collaboration tools, applications, and AI capabilities across Microsoft 365, ensuring maximum business value for the organisation.

The role will focus on developing and delivering new tools and capabilities to provide innovative solutions working with the latest technologies including Microsoft365 Copilot and Copilot Studio. The role holder will work across our Council services uncovering AI use cases, to create and deliver solutions, engaging on adoption, as well as providing end user support and training.

Main Duties And Responsibilities

- Undertaking an M365 role within the team focused on Copilot

- Contributing to the designing and delivery of end-to-end solutions based on user requirements

- Responsible for the development of knowledge articles, and design documentation, to ensure solutions can be fully exploited by customers and supported.

- Input into Technical Design Authority to provide governance across project delivery.

- Advising on current digital trends and technologies and champions the use of new technologies.

- Responding to end user support queries and issues, providing a point of escalation for advice, support and guidance.

- Work alongside architects, security, information governance and data to ensure delivery of robust and compliant solutions, and that M365 development activities protect council data both internally and externally

- Contributing to development and delivery of internal workshops and demonstrations for solutions

- Represent the Council in community of practices, sharing knowledge through show and tells, case studies and blog posts, and engage in the Microsoft Local Regional Government community.

- Horizon scanning for new technology and development opportunities

Communication, Engagement and Training:
- Enable others to make informed decisions by providing clear advice, support and information in areas of specialism.

- Create and maintain robust working relationships by means of strong and effective interpersonal skills both written, digital, and verbal when communicating with officers at all levels throughout the Council.

- Support and contribute to the decision-making processes in relation to M365 and digital experience obligations.

Compliance:
- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:
Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications
- Post holder would be required to undertake the following qualification if not already in possession of it

Knowledge & Skills

- Strong and efficient organisational and time management skills with an ability to multi-skill, to prioritise and produce excellent work under pressure and to tight timescales and deadlines.

- Strong and effective interpersonal skills with the ability to negotiate and influence others in relation to facilitation of tasks within deadlines.

- Ability to work in a fast paced, changing environment, and to self-educate across several areas.

- Ability to analyse user requirements, communicate concepts to technical and nontechnical audiences to support the development and implementation of solutions.

- Strong ability to interact with business stakeholders to understand their needs and provide simple solutions to their problems.

- Clear knowledge of M365 products, and understanding of M365 Copilot Chat and Studio

- Awareness of Entra and 365 group management and permissions.

- Awareness of data governance and data security and compliance features and best practice

- Understanding of the potential uses of Artificial Intelligence within a large organisation.

- Able to work independently and as part of a team.

Experience

- Proven ability to communicate confidently and clearly, both verbally and in writing, to inform and/or influence others.

- Production of high-quality documentation

- Ability of planning and prioritising work, whilst remaining flexible to changing demands.

- Experience of working with Microsoft 365 products

- Managing and developing self and championing new technologies

- Working to deliver individual and team objectives

- Continuous improvement, identifying opportunities for service improvement, including monitoring and assessing current services, and horizon scanning.

Additional Information

Ability to travel across the Borough and work from various locations.
Work hybrid, with a flexible working approach to accommodate service needs.
Expected to work from a fixed location (subject to change).

Health & Safety Considerations:

- Lone working

- Work with VDUs (Video Display Unit) (>5hrs per week)