



the **GEM** programme

Graduate Programme 2023/24
A GEM Partnership

A photograph of two graduates in black gowns with red and yellow stoles. The woman in the foreground is smiling and looking at the camera. The man behind her is also smiling and looking towards the camera. The background is a room with patterned wallpaper and a framed picture.

Creating
opportunities
for people

Welcome



At emh, we strive to make sure that our customers are at the very heart of our business, and our colleagues are too.

That is why we are proud to be partnering with the award-winning GEM programme to deliver a very special two-year graduate programme, designed to help you to build the knowledge, skills, and behaviours to be a successful future leader in the housing sector and make positive differences to our customers and their communities.

Please read on to find out more about this exciting opportunity, I wish you every success as you start your career in housing.

Chan Kataria OBE
Emh Group Chief Executive



As a business we are really excited about welcoming GEM graduates to work with us to deliver great services to our customers. We have strong social values that run through the heart of everything we do and this is a fantastic time to join us as we transform and develop how we work with our customers and communities. As an organisation we offer a wealth of opportunities for you to use your initiative and to get involved in projects that have a real impact.

I am really looking forward to receiving your application and hearing about all the great skills and knowledge that you have to offer.

Chris Ashton
Emh Executive Director –
Housing



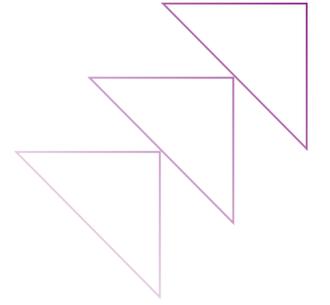
About us

With 22,000 homes, emh is one of the largest providers of social housing and care services in the East Midlands, working across 50 local authority areas. Diversity and inclusion sits at the heart of our social ethos, driving our mission to 'Improve Opportunities for People'. We invest in communities by tackling homelessness, providing financial inclusion support, involving residents in shaping services, as well as building high-quality homes for rent and shared ownership to meet the diverse needs of our local areas. We are proud of our 1,100 team members who make a difference for our residents every single day. We are committed to investing in our colleagues with continuous learning and development opportunities to develop and nurture talent to promote professionalism in service delivery. This includes our apprenticeships and postgraduate programmes.





Who we are looking for...



Whilst a lot of people are talking about the housing crisis, every day, we're doing something about it.

At emh, we are passionate about providing opportunities for people, and that is why we are excited to be recruiting for our new graduate programme for the coming year.

We are looking for two ambitious, talented, and enthusiastic graduates who aspire to be our leaders of the future. So if you want to feel part of something important, where you can really make a difference to our customers and communities, then we have the career for you.

We have two permanent roles; one is a Housing Officer and the other is an Income Officer.

Read on to find out more about our programme, the roles, how to apply to join us and work with like-minded people, in a thoroughly professional environment.



About the emh graduate programme

A two-year graduate programme designed to give you a broad and diverse experience by working within our teams across the organisation.

From the first day, you will be 'hands on' enjoying an incredibly varied learning experience, learning how we support our residents, develop our housing offer, provide customer service to meet the diverse needs of people and much more.

You will be given the opportunity to take part in projects that make a real difference. This means taking responsibility for making a contribution to our business at the same time as developing your own career.



And you'll be learning from some of our most experienced and knowledgeable colleagues across departments including; Housing and Neighbourhoods, Sales and Marketing, Finance, Human Resources (our people team), Health & Safety, Learning and Development and ICT.



Our graduate programme is delivered in partnership with the award-winning GEM programme and consists of experiential learning events known as GEMshacks, personal development challenges, full mentor support and completion of a CIH Level 4 Certificate during the first year. Click [here](#) to learn more.

Year two will include additional personal, professional and leadership development opportunities, for example a leadership qualification or other areas of further study.

GEM programme behaviours and emh values

The GEM programme operates with a clearly defined values system, and we also ask GEMs to demonstrate generic skills and attributes. It is important that all participants sign up to and demonstrate these and if you are interviewed, we will be asking you questions which will enable you to demonstrate the following:

- ▶ A strong belief in **social justice** acknowledging that the world isn't a level playing field for all.
- ▶ Both **societal and interpersonal empathy**.
- ▶ **Professionalism and respect** for others at all times recognising that they represent their employer and the GEM programme.
- ▶ Use of **critical thinking** to analyse and evaluate issues before judging.
- ▶ **Strong personal organisation skills** to counterbalance the workload.
- ▶ Use of **initiative** both within and outside of the workplace.
- ▶ Being able to take **ownership** of work and responsibilities.
- ▶ The ability to develop **emotional intelligence and resilience** to build effective relationships and overcome adversity.

Integrity
We work to the highest ethical standards

Diversity
We respect others for who they are

Openness
We are honest and straightforward

Accountability
We are accountable to and influenced by our customers

Clarity
We are clear about what we are here to do and why

Excellence
We strive to be the best in everything we do

The roles

For both the Housing Officer and Income Officer roles, we are looking for you to show that you:

- ▶ Are flexible, with an open-minded approach to new ways of working
- ▶ Have good interpersonal skills and the ability to work confidently within teams to deliver our organisational goals
- ▶ Have excellent IT skills with competence in a variety of Microsoft Office applications
- ▶ Be a strong and confident communicator with added presentation skills
- ▶ Be well organised and able to prioritise, whilst supporting the team to deliver work to agreed deadlines and standards
- ▶ Have a genuine enthusiasm and passion for delivering great customer service
- ▶ Demonstrate a positive 'can do' approach and commitment to resolving problems and finding solutions

- ▶ Have a willingness to learn and think creatively, and be committed to your own development and learning
- ▶ Contribute towards continuous improvement of the organisation
- ▶ Are self-aware, emotionally intelligent and a valuable ambassador representing emh

Full job descriptions and person specifications for each role are available [here](#).



What's in it for you?

The offer:

- ▶ Permanent role with an annual salary of £25,000
- ▶ Opportunities for career progression
- ▶ A two-year graduate programme – delivered in partnership with the award-winning GEM programme
- ▶ Membership of the CIH with access to a wide range of resources to support learning
- ▶ Studying for two formal qualifications over the two-year programme
- ▶ Attendance at conferences and seminars
- ▶ E-learning and workshops



Benefits include:

- ▶ 31 days holiday plus eight statutory Bank Holidays
- ▶ Membership of BHSF Cash Health Plan offering benefits covering optical and dentistry care and much more
- ▶ Employee helpline offering confidential wellbeing support
- ▶ Friendly, supportive organisation where people are at the heart
- ▶ Emh colleague benefits portal offering a range of savings on shopping and leisure activities

How to apply

We're looking forward to receiving your application, here's how to apply...

Please visit the [GEM programme website](#) to register your interest and upload your CV.

Include a one page personal statement telling us why you want to work in the housing sector and how your skills match what we are looking for.

Closing date for applications is 7th July 2023.

Good luck!

