



External Job Profile

Job Details			
Job Title	Graduate Business Trainee	Section	Wheatley Solutions
Division	Housing & Care	Report to	Organisational Development and Innovation Lead
Grade	Spot Salary (£26,000)	Date completed	June 2019
Disclosure Level	Basic Disclosure		

Job summary

As a Graduate Business Trainee you will be passionate about making homes and lives better for our customers through demonstration of your 'think yes' attitude. You will be a natural self-starter and have the drive to continuously learn, with the ability to innovate and think differently to achieve better outcomes for our customers. You will build a track record of achievement in your placement at Wheatley – both academically and professionally - to maximise your potential as a leader of the future. You will harness excellent communication skills and work closely with colleagues across Wheatley Solutions, frontline teams and with external partners to achieve positive outcomes. During your placement you will work initially within a frontline housing team before moving into a specialist Wheatley Solutions department, providing corporate services to subsidiaries across the Group. As part of your housing placement you will work closely with Housing Officers and Locality Housing Directors to develop an overall knowledge of housing and gain a practical understanding what is required to deliver excellent housing services to our customers and communities. You will apply this understanding to deliver excellent support services within Wheatley Solutions. Throughout your graduate traineeship you will work with agility and flexibility to meet the business needs including working across various locations. You will manage and assume responsibility for assigned key business projects during your traineeship.

Behaviours & Competencies

Our Organisational Competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Graduate Business Trainee to be able to demonstrate the following behaviours and competencies with the potential to excel beyond these:

- Put customers at the heart of everything we do
- Ability to manage own workload and contribute to agreed team objectives
- Adept at removing the barriers that get in the way of delivering excellent customer service
- Good team working skills and ability to work collaboratively to achieve team priorities and objectives
- Good listener and exceptional communicator with internal and external stakeholders
- Ability to use own initiative and generate solutions to problems and opportunities
- Ability to take responsibility for and be committed to own learning and continuous improvement
- Ability to work independently on your own initiative and under pressure
- Possess good IT skills with experience of Microsoft Office software and a flexibility with a range of digital packages
- Ability to represent Wheatley Group in a positive and effective manner
- Demonstrates excellent organisational skills with ability to multi-task well
- Ability to forward plan and to prioritise and manage a varied and pressurised workload
- Good attention to detail and a high degree of accuracy in work
- Take personal pride in getting the job done
- Flexibility and a willingness to respond to the dynamic and changing needs of our organisation
- Demonstrates outstanding written, verbal and oral communication skills to support excellent internal and external customer relationships

Person Specification

Experience

Essential

- Our Graduate Business Trainee must demonstrate the behaviours and competencies identified

Desirable

- Able to analyse and present information and data both clearly and effectively
- Demonstrate effective and well considered research and evaluation skills
- Track record of delivering high standard reports and pitching engaging presentations
- Track record of co-ordinating and delivering projects to tight deadlines

Qualifications

Essential

- Graduate degree achieved within the last 2 years
- Graduate qualification level at 2:1 or higher

Desirable

- Qualification in related discipline to Wheatley Group business
- Driving Licence

Job Outputs

In the first quarter of your programme you will be based in a local housing office before spending the rest of your placement across Wheatley Solutions departments. The job profile outlines what you will be expected to do in this placement and as a graduate.

Role output	Includes the requirement to
Work as a cohort of graduates to develop yourself individually and collaboratively as a group	<ul style="list-style-type: none"> • As a Graduate Business Trainee demonstrate commitment to your individual learning and development and keep your CPD up-to-date • Work collectively as a group to support peer learning as a graduate cohort • Undertake and complete accredited housing or specialist business qualifications as agreed under graduate programme • Seek opportunities within Wheatley, the housing sector and beyond to develop leadership skills and capabilities • Take responsibility for own development and proactively seek feedback to develop greater self-awareness in own learning
Work across Wheatley Group to assist in the delivery of a comprehensive range of housing and back-end support services	<ul style="list-style-type: none"> • On initial placement work alongside the Locality Housing Director and Housing Officers to deliver frontline housing services for customers • As a Graduate Business Trainee undertake placements across Wheatley Solutions corporate services departments and develop specialist knowledge within the fields that may include rotations within: <ul style="list-style-type: none"> ○ Communications and Marketing ○ New Build and Development ○ Procurement ○ Legal ○ HR, Payroll and Learning & Development ○ Assurance ○ Finance ○ Governance ○ Assets ○ Wheatley Foundation • As a Graduate Business Trainee work to assist in the delivery of excellent back-end business support to colleagues in frontline housing to meet the demands of their customers • Work collaboratively across Wheatley Solutions teams to assist in the delivery of projects that require joined-up working to achieve the best outcomes
Support continuous improvement in business performance and drive innovation	<ul style="list-style-type: none"> • As a Graduate Business Trainee, participate in group wide projects to drive excellence and continuous improvement in the organisation • Participate and lead at team visual measure board meetings, team meetings and wider forums to support continuous improvement • Analyse information from data and customer insight to inform service demands and improve what we do

	<ul style="list-style-type: none"> • Critically reflect, review and seek new approaches and ways of working to improve business processes and services • Support the organisation's aims to have more customers transact online • Research and seek ideas from outside the housing sector to generate creativity to support innovation • Demonstrate strong problem solving approaches that directly contribute to continuous service improvements • Successfully apply system thinking to all business process and transactions to ensure streamline delivery and achievement of excellent customer and business outcomes by most effective route • Consider value for money across all workstreams
Ensure effective communication with customers, staff and partners	<ul style="list-style-type: none"> • Be a pro-active team member and contribute positively to achieving team performance • Support and where required lead meetings with customers and/or external partners to resolve particular issues • Support the organisation's aims to have more customers transact online • Listen empathetically and show care when interacting with customers, colleagues and partners • Act as an ambassador for Wheatley Group • Build collaborative and trust-based relationships with customers, colleagues and partners • Communicate complex issues to vulnerable customers
Undertake project lead and co-ordination as required	<ul style="list-style-type: none"> • As a Graduate Business Trainee, prepare and present reports with recommendations to senior managers that identify new ideas and the potential for innovation. • Research relevant information for project design and reports • Apply intellectual rigour and understanding, analyse, interpret, explain and summarise complex data and issues in a logical manner • Manage assigned business projects through effective planning, prioritising and co-ordination • Manage workload and deliver results in a changing environment
Ensure compliance with professional, regulatory and corporate requirements	<ul style="list-style-type: none"> • Comply with and implement all our policies and procedures • Act ethically and with integrity, taking account of the employee code of conduct

Interdependencies

- Housing Officers
- Locality Housing Directors
- Wheatley Solutions Directors
- Wheatley Solution Departments
- NETS
- Improvement and Improvement Team
- Customer Service Centre
- In-house Group Support Services i.e. Wheatley 360 Services and Wheatley Solutions
- External Agencies – GCC, GCSS, Police Scotland, Scottish Fire and Rescue
- Academy and HR
- Group Leadership Team