



Wheatley Group is committed to Equality and Diversity



## Job Profile

### Job Details

Job Title	Graduate Housing Trainee	Section	Wheatley Group
Division	Housing & Care	Report to	Locality Housing Director
Grade	Spot Salary (£27,000)	Date completed	July 2022
Disclosure Level	Basic Disclosure		

### Job summary

As a Graduate Housing 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 build your potential to professionalise the housing sector as a future potential housing leader. You will harness excellent communication skills and learn about the importance of working with external partners to achieve positive joint outcomes for customers and communities. 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 work compassionately to deliver services to vulnerable customers. Throughout your 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 Housing 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 Housing Trainee must demonstrate the behaviours and competencies identified
- A full UK driving licence or commitment to attain within two years (Wheatley will partially contribute)

#### 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 housing or related discipline to Wheatley Group business

## Job Outputs

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"> <li>• As a Graduate Housing Trainee demonstrate commitment to your individual learning and development and keep your CPD up-to-date</li> <li>• Work collectively as a group to support peer learning as a graduate cohort Undertake and complete accredited housing studies as agreed undergraduate programme</li> <li>• Seek opportunities within Wheatley, the housing sector and beyond to develop leadership skills and capabilities</li> <li>• Take responsibility for own development and proactively seek feedback to develop greater self-awareness in own learning</li> </ul>
Support the delivery of a comprehensive range of housing services to ensure well maintained, attractive and vibrant communities	<p>Work alongside the Locality Housing Director and Housing Officers to deliver services for customers including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Neighbourhood and housing management</li> <li>• Arrears management</li> <li>• Offering advice on options for rehousing</li> <li>• Voids and letting of homes</li> <li>• Working to tackle Anti-Social Behaviour</li> <li>• Providing Asset management, including a right first time repairs service Organise Adaptations</li> <li>• Ensure access to carry out gas servicing</li> <li>• Work in partnership for wider action work</li> <li>• Work with our NETs colleagues to ensure that environmental standards are maintained and assist in the achievement of Keep Scotland Beautiful Standards and the process of inspections</li> <li>• Identify and contributing to wider action and partnership initiatives with the Wheatley Foundation</li> <li>• Liaise with colleagues across Wheatley Solutions to deliver joined up outcomes for our customers including: new build and development team, communications, legal, Wheatley 360, Group Debt Recovery</li> </ul>
Support continuous improvement in business performance and drive innovation	<ul style="list-style-type: none"> <li>• As a Graduate Housing Trainee, participate in group wide projects to drive excellence and continuous improvement in the organisation</li> <li>• Participate and lead at team visual measure board meetings, team meetings and wider forums to support continuous improvement</li> <li>• Analyse information from data and customer insight to inform service demands and improve what we do</li> <li>• Critically reflect, review and seek new approaches and ways of working to improve business processes and services</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the organisation's aims to have more customers transact online</li> <li>• Research and seek ideas from outside the housing sector to generate activity to support innovation</li> <li>• Demonstrate strong problem solving approaches that directly contribute to continuous service improvements</li> <li>• 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</li> <li>• Consider value for money across all workstreams</li> </ul>
Ensure effective communication with customers, staff and partners	<ul style="list-style-type: none"> <li>• Be a pro-active team member and contribute positively to achieving team performance</li> <li>• Support and where required lead meetings with customers and/or external partners to resolve particular issues</li> <li>• Support the organisation's aims to have more customers transact online</li> <li>• Listen empathetically and show care when interacting with customers, colleagues and partners</li> <li>• Act as an ambassador for Wheatley Group</li> <li>• Build collaborative and trust-based relationships with customers, colleagues and partners</li> <li>• Communicate complex issues to vulnerable customers</li> </ul>
Undertake project lead and co-ordination as required	<ul style="list-style-type: none"> <li>• As a Graduate Housing Trainee, prepare and present reports with recommendations to senior managers that identify new ideas and the potential for innovation.</li> <li>• Research relevant information for project design and reports</li> <li>• Apply intellectual rigour and understanding, analyse, interpret, explain and summarise complex data and issues in a logical manner</li> <li>• Manage assigned business projects through effective planning, prioritising and co-ordination</li> <li>• Manage workload and deliver results in a changing environment</li> </ul>
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> <li>• Comply with and implement all Wheatley Group policies and procedures</li> <li>• Act ethically and with integrity</li> <li>• Lead by example to strengthen our inclusive culture across Wheatley Group ensuring equality, diversity and inclusion is at heart of everything we do</li> </ul>

### Interdependencies

- Housing Officers
- Locality Housing Directors
- 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