



the **GEM**
programme

Candidate Pack
GEM Roles
2020

GEM Programme

Dear Applicant

Applying for GEM Programme Role

Thank you very much for your interest in the GEM Programme.

Joining the GEM Programme will give you the best kick start you could have to your career in the housing sector. You will benefit from some amazing learning experiences, develop a professional and learning network across the sector, and to top it all pass a level 4 Chartered Institute of Housing qualification which your employer will fund for you. What's not to love?

To apply, please send an up to date CV and cover letter through to info@centreforpartnership.co.uk.

Please ensure your cover letter clearly answers the key questions below. You can find guidance on Page 7 of this candidate pack.

Key Questions:

1. What do you know about the housing sector? (max 200 words)
2. Please provide examples of how you have demonstrated the GEM skills, values and attitudes, as set out on Page 3 of this candidate pack. Try not to use the same example each time; you may use examples from your employment, volunteering, university or any other aspect of your life. (max 300 words)
3. Please demonstrate how your knowledge, skills and experience, map against the essential and desirable criteria outlined in our Partner Organisation's Role Specification or Job Description. This could be from work, university or your personal life. (max 500 words)

In addition to your application, please could you consider downloading and completing the Equality & Diversity Information Monitoring form? This is voluntary, anonymous, confidential, and will assist us to understand the profile of our applicants and improve our services as needed.

If you have any questions about the application process please contact Ross Price on 01274 257903 or email ross.price@centreforpartnership.co.uk. Also please check with us if you don't receive a response to your application within two working days.

We're looking forward to receiving your application.

Best of luck!

Amanda Livermore
GEM Programme Manager

GEM Programme

Skills, Values and Attributes

The GEM Programme operates with a clearly defined values system and we also ask GEMs to demonstrate particular generic skills and attributes. It is important that all participants sign up to and 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 counter balance 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



GEM Programme

Design



GEM Programme

GEM Shacks

The GEM Programme is built around GEM Shacks, of which there will be around 7 across the 12 month duration of the GEM Programme. These are led by the GEM Team and guest experienced practitioners.

GEM Shacks offer an opportunity for social learning between GEMs and organisations. We welcome guest speakers from our partner organisations and externally to join us at GEM shacks. GEMs are also involved in the design and delivery of the GEM Shacks. Homelessness provides a thread that runs through the programme and GEMs are invited, through a GEM Challenge set by our Patron David Tovey, to make a dent in homelessness. Previous cohorts got involved in the creation of a community café, charity walks and sleep-outs, research into loneliness in hostels, research into the impact of domestic violence on homelessness, production of a leaflet setting out homelessness services in Liverpool and the development of temporary accommodation for homeless people.

Each of the GEM Shacks will be blended with online learning to deliver the CIH L4 Certificate in Housing.

Here are the GEM Shacks from the 2019/2020 cohort, which are subject to change and review for 2020/21 delivery.

GEM Shack	Delivered By	Delivered in
Welcome to the GEM Programme & Homelessness	The GEM Team, GEM Learning Leaders (including previous GEMs) GEM Patron, David Tovey Partners & Service Users GEM Learning Leaders	Salts Mill, Shipley
Social Regeneration	Wheatley Group, Glasgow The GEM Team	Glasgow
Personal Development	The GEM Team Partners & Experts GEM Learning Leaders	Salts Mill, Shipley
Equality and Diversity	Northern Ireland Housing Executive Clanmill Housing The GEM Team	Belfast
Chartered Institute of Housing Conference	The GEM Team	Manchester
Whitehall and Westminster Visit	John Healey MP The GEM Team	London
21 st Century Communities	Homes England, United Living, Incommunities	York
Celebration Event for the GEM Programme and David Tovey Award for Homelessness GEM Challenge		Salts Mill, Shipley

GEM Programme and CIH Level 4 Certificate in Housing

We have a formal Strategic Partnership with the Chartered Institute of Housing and we are an Accredited Centre for the delivery of CIH qualifications. GEM participants work towards the achievement of the CIH Level 4 Certificate in Housing, which is designed for learners working in the UK and Ireland.

The qualification is comprised of the following units:



**Chartered
Institute of
Housing**
Approved centre

GEM Programme

Application & Interview Guidance

The GEM Programme's aim is to give graduates an opportunity to start a career within the social housing sector. We understand that not everyone has a lot of work experience which is why our recruitment emphasises values. Please refer to the values, skills and attributes mentioned on page 4 throughout the application process. There is also a separate download on our website with web-links to writing a CV and cover letter, should you find you need a refresher.

Throughout all stages of the recruitment process we would highly recommend that you structure your answers using the STAR method. Using this method ensures that we, as the recruiters, gain enough information from your answer to evidence how you meet the shortlisting criteria.

During your telephone interview you be asked questions based around the work essentials and our core values. We will ask you to give examples to show us that you have these essential qualities that are need for success on the GEM Programme. We appreciate that not everyone will have a lot of work experience to draw examples from so we will also accept examples from your personal life and your time at university.

Most importantly, please remember that this is **your** chance to shine so please ensure that you focus on **your role** within the team and how **you** made things happen or how **you** solved the problem. Please see below for an example:

Situation	Describe the exact situation that occurred e.g. "I once took a phone call from a customer who was really angry because they had received an important document we had promised them would be received that day"
Task	Describe your responsibility in relation to this role e.g. "As I am responsible for customer service, I was concerned that the customer was upset with our service on this occasion. It didn't fit with our organisation's values and knew that I needed to resolve it as soon as possible"
Action	Describe what action you took e.g. "I therefore let the customer explain the problem and listened carefully to their explanation. I apologised for the delay and told them that I would investigate the problem and gave them a timescale for when I would get back to them. I contacted the deliveries department and discovered that there had been a problem with some deliveries as a driver was off ill. I therefore arranged for a special courier to deliver the document and advised the customer"
Result	Describe the result of your actions e.g. "I rang the customer to ensure he had received the document and he was absolutely delighted that I had worked so hard to get the document to him on time. In fact he was so impressed that he asked us to undertake some more work for his company"