

## Stonewater Graduate

<b>Role Title:</b>	Stonewater Graduate
<b>Directorate:</b>	Innovation and People
<b>Department:</b>	People, Culture & Change (Organisational Capability)
<b>Reports to:</b>	OD & Learning Experience Manager, People, Culture and Change

<b>Organisational Context:</b>	<p>Stonewater's vision is for everyone to have the opportunity to have a place that they can call home; not only in terms of bricks and mortar but living in prosperous communities where they can thrive.</p> <p>We're looking for innovative, driven, ambitious and above all, talented individuals who aspire to be our leaders of the future. Our fast paced Stonewater Graduate Programme will ensure no two days are the same and will provide a safe yet challenging learning environment to develop your knowledge, skills and experience, honing and developing your natural leadership and management ability.</p> <p>Attracting our leaders of the future is key to ensuring we don't just give great service today, but for future generations of customers too. More than a job, this is a career building role. Stonewater embraces disruption and innovation, providing a real opportunity for a recent graduate to lead and influence.</p>
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<b>Role Purpose:</b>	<p>You will work on a <b>rotational basis</b> in three separate directorates, immersing yourself in each and understanding each individual nuance of the business. Within this we would expect you to undertake and embrace the following -</p> <ul style="list-style-type: none"> <li>• Supporting Stonewater to become a 'thought leader' by bringing new ideas and energy</li> <li>• Developing partnerships and links across our business that help achieve our vision of great customer service</li> <li>• Provide self leadership, demonstrating social and emotional intelligence</li> <li>• Work collaboratively without bias and valuing diversity</li> <li>• Opportunity to get involved and deliver projects which ensure our corporate priorities are achieved and drive exceptional performance</li> <li>• Live our vibrant culture in line with Stonewater's values and deliver consistently excellent customer and colleague experiences at all times</li> <li>• Be agile and work together with colleagues to ensure services and changes are delivered at pace</li> <li>• Put our customers' voices at the heart of your thinking, problem solving and decision making</li> <li>• Be a great ambassador and represent Stonewater with stakeholders and partners to promote the Stonewater way of working.</li> <li>• Sustain a self generated learning curiosity</li> <li>• The rotation will give opportunities to gain in-depth insights and a comprehensive understanding of each area of the customer journey, allowing you to delve deeply into the details of customer interactions and experiences</li> </ul>
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## Key Accountabilities:

As a graduate we would seek to see the following values and belief to be embedded in these roles.

- Be reliable, **responsible** and accountable for your work and always do your best. Be **ambitious** and **motivated**.
- To be efficient and make the best use of resources. Consider our **commercial** positions and be **agile** to change.
- To communicate in a professional and friendly manner. Be **honest**, authentic and **ethical**.
- Treat colleagues with respect and challenge behaviour that is not in line with our organizational values.
- To work collaboratively and in partnership with colleagues to achieve the best results. Be **ambitious and driven**.
- Share ideas with others and be open to new ways of working. Be **inclusive, inspiring** and **energetic**.
- Reflect on experiences and look for new ways to develop. Be **accountable, honest** and **adaptable**.
- Create and maintain a supportive working environment.
- Seek out the contribution of others, be **open minded** and **solution focused**.
- Listen to the contribution of others, even when at odds with your views, **be open minded** and **accountable** for your actions.

## Knowledge / Skills / Behaviours

### Essential – Degree level qualification

Previous work experience or knowledge of the housing industry is not necessary but may be advantageous.

### Skills

Excellent written and verbal communication skills with the ability to engage with a wide variety of audiences and understand the need to be adaptive and agile.

- ★ Confident ability to use virtual platforms to engage and work across in day-to-day activities.
- ★ Ability to respond to changing environments and a commitment to the rotational elements of the role.
- ★ Excellent research abilities and a willingness to grow.
- ★ A positive attitude and a growth mindset.
- ★ With the ability to demonstrate resilience and self-sufficiency.
- ★ A commitment to innovation, inclusion and quality customer service.

### Stonewater Values

- ★ Ambitious
- ★ Passionate
- ★ Agile
- ★ Commercial
- ★ Ethical

## Our Customer Promise:

We are proud to make things personal, if it matters to our customers, it matters to us.

## GEM Values & Behaviours

- ★ A strong belief in social justice, acknowledging the world is not a level playing field for all
- ★ Demonstration of societal and interpersonal empathy
- ★ Well-developed critical thinking skills in the analysis and evaluation of issues
- ★ Strong personal organisation skills to manage the demands of work and life
- ★ Clear demonstration of initiative in all situations
- ★ The ability to take ownership of work and responsibilities
- ★ The capacity to develop emotional intelligence and resilience in building effective relationships and overcoming setbacks
- ★ Well-developed communication and influencing skills
- ★ Professionalism and respect for others at all times

## What we offer

- ★ 18 month contract
- ★ Participation in GEM Programme
- ★ Student Membership of CIH
- ★ Dedicated Workplace Mentor
- ★ Continuous improvement and career progression at all levels
- ★ Comprehensive induction programme
- ★ On-the-job training
- ★ Studying for formal qualifications
- ★ Attendance at conferences and seminars
- ★ E-learning and workshops

A fantastic benefits package, including:

- ★ Competitive salary (25K)
- ★ Pension scheme
- ★ 26 days annual leave (plus bank holidays)
- ★ Family-friendly working environment, including flexible working
- ★ Comprehensive training and development opportunities
- ★ Employee helpline, offering independent, confidential information, counselling and support
- ★ Get the latest tech through our SmartTech scheme, or even your own home through myOwnHome.

The successful candidate will be managed by the OD & Learning Experience Manager, and whilst on rotation they would be managed by the directorate managers

The ability to travel and stay overnight to attend the bi-monthly GEM Shacks and other training and development functions outside normal business hours is required.

## Author

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