



the **GEM**
programme



Graduate Programme 2027

A GEM Partnership

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.

Charley Gibbons
Emh Group Chief Executive





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

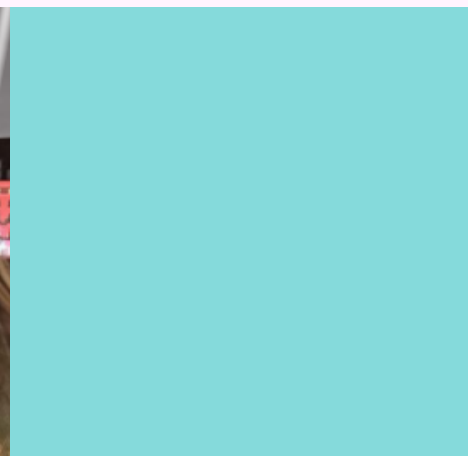
Whilst a lot of people are talking about the housing crisis, every day, we're doing something about it.

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 are recruiting for one Graduate Surveyor Asset and Compliance, one Graduate Customer Service Advisor, and one Graduate Housing 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; Communities, 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 and What Matters: Shared Behaviours for Success

The GEM programme operates with a clearly defined set of values, and we also ask GEMs to demonstrate key skills, attributes, and behaviours aligned to emh's What Matters behavioural framework. It is important that all participants embrace and demonstrate these. If you are invited to interview, we will ask questions that 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.



Our **What Matters** behaviours underpin these qualities, providing a clear framework for how we work, collaborate and deliver outcomes.

They help ensure that our actions reflect our values, support positive experiences for colleagues and customers, and contribute to making a meaningful difference in the communities we serve.

The Roles

Graduate Customer Service Advisor

Salary: £27,657

Graduate Surveyor Asset and Compliance

Salary: £35,292

Graduate Housing Officer

Salary: £28,166

For these 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 below:

[Graduate Customer Service Advisor](#)

[Graduate Surveyor Asset and Compliance](#)

[Graduate Housing Officer](#)

What's in it for you?

THE OFFER:

- ✓ Permanent role and 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 Holiday
- ✓ 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.

