



the **GEM**
programme

Candidate Pack 2016

Housing
Executive

Dear Candidate

Thank you for your interest in the GEM Programme. We have embarked on an exciting new partnership as we join forces with The Northern Ireland Housing Executive to deliver a pilot programme, which we anticipate will sustain into the future.

The GEM Programme aims to invest in your energy, talent, passion and values to provide the housing and community sector its leaders of the future. Your time on the programme will be an intense learning experience which will require no end of focus, commitment and flexibility from you.

Our new programme starting in Autumn 2016 will give you a flying start to your career in the sector and in return for your efforts, you will benefit from a paid traineeship, personal and leadership development, delivery of a level 4 Chartered Institute of Housing qualification which your employer will fund for you.

Please use this pack, along with the role specification to help structure your application with particular focus to the Skills, Values and Attributes' required, ensuring you are able to commit for a full year from the end of October 2016.

You will need to have values which align well with the housing sector and the NIHE, along with the other essential attributes which are outlined on the separate role specifications.

From previous experience, the applicants who succeed in being shortlisted to interview stage, are those who put work into their application by researching the sector and the organisation, giving consideration to what the sector can do for them, and what they can bring to it.

Good luck with your application. If you have any queries please do not hesitate to contact the GEM team on info@centreforpartnership.co.uk.

Yours sincerely



Amanda Livermore
GEM Programme Manager

GEM Programme

Delivery Model

Element of Programme	GEM Programme
Recruitment:	<ul style="list-style-type: none"> • Application - candidates fill out an application form on the CfP website and are shortlisted by the CfP team to go through to the next stage. • Telephone/ Skype Interview - successful applicants will be invited to take part in short telephone or skype interviews with a member of the CfP team based around competencies and values. • Assessment Centre - successful candidates will be asked to attend a group assessment centre with CfP and the role providers.
Work based role:	Duration of at least 12 months with a partner organisation. Partners agree to release graduates for learning activities and marketing involvement.
Qualification:	Level 4 Certificate in Housing – See page 7 – Insert page numbers
Future Housing Leaders	Personal and leadership development and one to one mentoring, tailored to the outcome of psychometric tests. Themes will include Mental Health, 21 st Century Leadership, Team Work, and Personal Development.
Career Building:	<ul style="list-style-type: none"> • One to one mentoring • Action planning and feedback from workplace • Personal and career development mentors throughout the programme • Access to contacts and networks • Support with securing employment on completion of the programme
Delivery method:	Blended learning format: <ul style="list-style-type: none"> • GEMshacks spread throughout the year • Opportunities to get involved in projects and research through CFP, CIH and partner organisations • Access to learning resources and learner forum • ‘On the job’ learning and shadowing at internship • See page 5 for more information
CIH:	GEMs registered as CIH student members on induction by CfP giving access to their website, relevant events and information.

** This delivery model is to give you an idea of what is involved and is based upon the 2016/2017 model. It is subject to continuous review and improvement by the GEM Board, which includes learners, partners and tutors

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

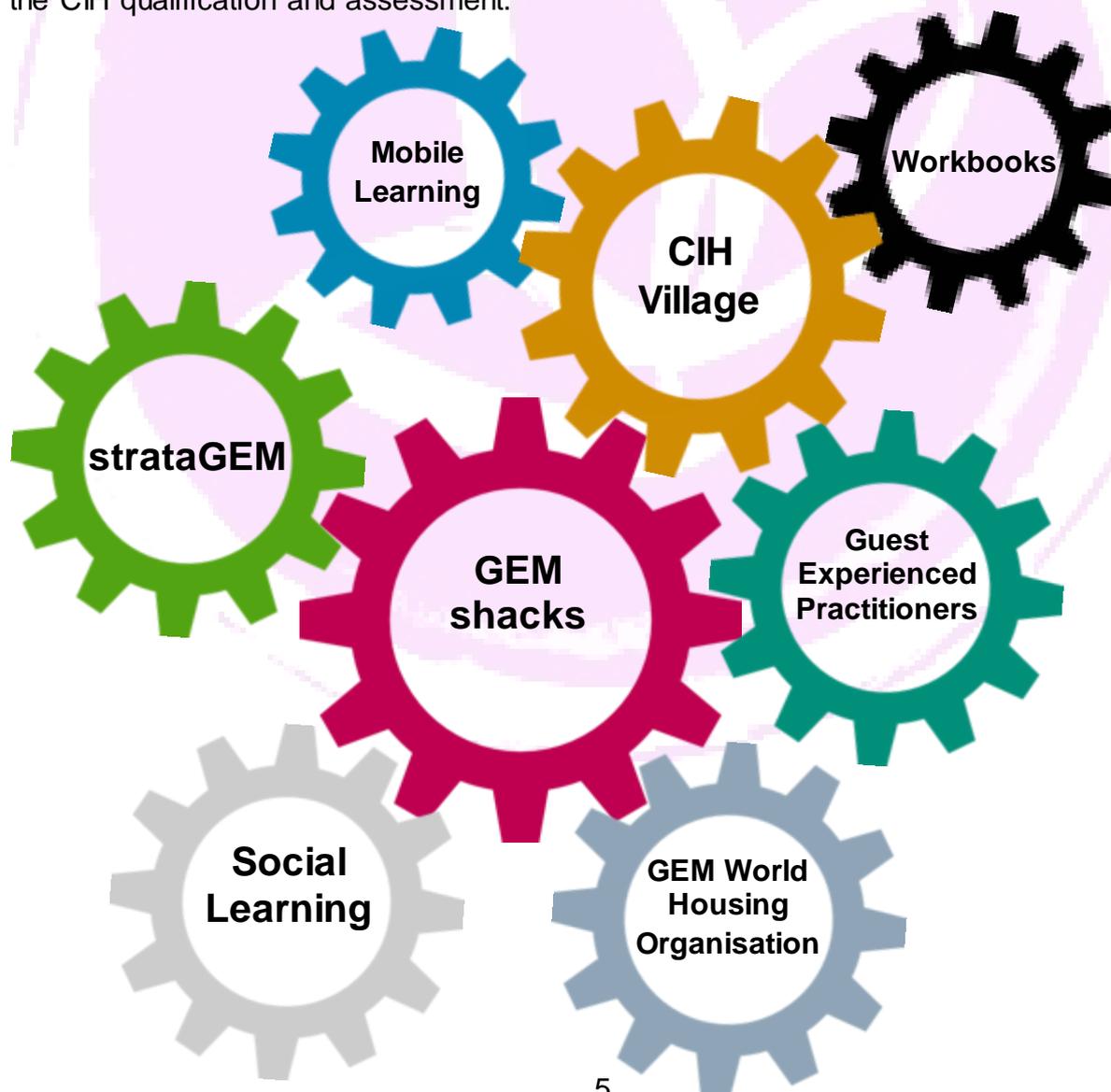


GEM Programme

GEM shacks

The GEM Programme is built around GEM shacks, of which there will be 8 across the 12 month duration of the GEM Programme. Each GEM shack will be an amalgamation of CIH and Future Housing Leader content designed to offer each GEM a unique opportunity to develop within the housing sector. These are led by the GEM Team, guest experienced practitioners and CIH Tutors.

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. This level of collaboration has the potential to lead to strataGEM research. GEMs on the 2015/2016 cohort are currently working on several strataGEM pieces including a comparative report on UK and Dutch housing organisations response to customer involvement; a research piece on housing refugees and asylum seekers in England and a comparative report on allocations between England and Northern Ireland. Each of the GEM shacks will also be self-directed by mobile learning in order to support the CIH element. The CIH Village is design to ensure GEMs understand all aspects of the CIH qualification and assessment.



Key GEM shacks will take place at the University of Bradford Management Centre, Heaton Mount, which has an exceptional conference and accommodation facility and has become the “home” of the GEM Programme. Other GEM shacks will be hosted across the UK to reflect the diversity of the programme.

The themes of the GEM shacks for the 2016/2017 cohort will be:

- Welcome to the GEM Programme **(held on 27th & 28th October 2016)**
- Homelessness
- Regeneration
- Whitehall and Westminster Visit
- CIH Village
- Personal Development
- 21st Century Communities
- Global Housing Issues
- End event

Dates and titles for the 2016/ 2017 GEM Cohort are still under review. There will be 9 GEM shacks throughout the year

GEM Programme

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 subject areas:



*Please note, 'Your Choice' gives GEMs an option on Research Skills in Housing; Managing People and Change; and Housing Management Services. This qualification is currently being developed and is subject to change.

GEM Programme

Interview Guidance

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 strongly suggest that you use the STAR method when you are explaining your answers- please see below for an example.

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 etc.

It is also essential that you read the delivery outline and can commit to the dates that have been provided.

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 a customer service officer, I was concerned that the customer was upset with our service 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"