



**wdh**  
**Job Description**

<b>Job Title:</b>	Graduate Placement (1 year)
<b>Grade:</b>	Grade 4
<b>Section:</b>	Service area allocated to
<b>Reports to:</b>	Training Operations Manager
<b>Responsible for:</b>	N/A

### The Job

Is to:

- work in all areas of the dedicated Service Area carrying out key tasks with the support of your placement mentor;
- undertake projects, within the dedicated Service Area, to support continuous development; and
- complete relevant training and development as part of WDH's Leadership Extended Achievement Programme (LEAP).

### The Bigger Picture

You will:

- complete all tasks allocated across the full range of activities within your Service Area;
- act as a point of contact within the team, assisting in co-ordinating appropriate responses as required;
- research, analyse and produce a project report on a key business priority within your Service Area, with the support of your placement mentor;
- gain a good understanding of key roles across WDH by undertaking a range of job shadowing opportunities across WDH;
- attend and represent WDH at external networking events and external meetings sharing best practice and bringing fresh ideas back to the workplace;
- engage with customers to better understand their needs, sharing best practice and bringing fresh ideas back to the workplace;
- ensure a pro-active approach is taken to equality and diversity issues; and
- participate in the identification of training requirements and undertake training and development.

## The Day to Day

You will:

- carry out all tasks allocated by your placement mentor and/or Training Operations Manager;
- ensure the needs of customers both internal and external are met by providing the best quality of service in line with WDH's DNA (Determination, Nous and Attitude) principles and behaviours;
- provide effective administrative support for the department, under the direction of management;
- use our core business systems, type letters, take minutes in meetings, report writing and general office duties;
- be an effective team member and contribute to the smooth running of the office both in terms of its efficiency and environment;
- liaise with stakeholders and other departments within WDH to ensure efficient processing of the tasks and duties you are asked to perform;
- promote health and safety awareness and ensure a safe working environment, in line with WDH's policy at all times;
- have a knowledge and understanding of WDH's Business Strategy, departmental plans and Customer Charter; and
- complete a Reflective Journal outlining key learning and recommendations for discussion with the placement mentor and/or Training Operations Manager

## Personal Contacts:

- Internal:** Executive Management Team, Service Directors and other managers within WDH. All employees. Trade Union representatives.
- External:** Housing Associations, West Yorkshire Health Partnership. Local Authorities, Housing Diversity Network and Investors in People.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
<b>Qualifications and Training</b>			
A qualification at level 3 of the Regulated Qualifications Framework, such as A Levels, Award, Certificate or Diploma at level 3 or Equivalent.	✓		AF/CQ
Currently working towards a 2:1 Degree in a discipline related to the placement	✓		AF/CQ

<b>Determination</b>			
Evidence of strong organisational skills	✓		AF/I
Takes ownership for meeting objectives	✓		AF/I
Delivers work to a high standard meeting deadlines	✓		AF/I
Excellent research and data analysis skills	✓		AF/I
Able to work effectively on own initiative, with minimum supervision	✓		I
Experience of leading a team throughout a project		✓	I

<b>Nous</b>			
Knowledge and practical experience of using IT systems including the Microsoft Office suite of applications.	✓		AF/I
Excellent report writing skills and experience of writing reports based upon own research	✓		AF/I
An understanding and commitment to equality and diversity in the workplace	✓		I
An understanding of the challenges facing social housing and local authorities		✓	I
Provides creative and practical solutions		✓	I
An understanding and commitment to working safely within the workplace		✓	I

<b>Attitude</b>			
Excellent interpersonal skills including the ability to communicate with a wide range of audiences	✓		AF/I

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
Experience of working successfully with others to achieve a shared objective	✓		AF/I
Evidence of commitment to learning and improving	✓		I
A logical, analytical approach to problem solving	✓		I
Commitment to the delivery of excellent customer service	✓		I

<b>Additional Requirements of the Job</b>			
Able to work flexible hours to meet the needs of the service	✓		I
Ability to travel as necessary to meet the needs of the post	✓		I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification