

# Graduate recruitment pack

[livvhousinggroup.com](http://livvhousinggroup.com)



Let's  
work  
grow  
care  
flourish  
together.

## Welcome

Hello, and welcome to Livv Housing Group!  
I'm delighted you're interested in joining us.

Housing is about more than just bricks and mortar – it's about making a difference and improving the lives of people in their homes and neighbourhoods.

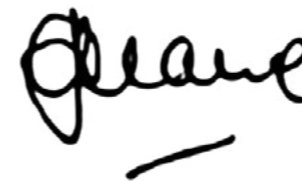
As a graduate trainee, you'll be making a difference from day one, and we'll support you to develop your knowledge, skills and experience, whilst working on your natural leadership and management ability.

We're committed to investing in our people and we're excited to be collaborating with the GEM Programme to find talented individuals who'll help us to shape the future of housing.

The future's bright at Livv and this is a fantastic opportunity for you to join us on our journey.

You can find out more about our business and the role you're applying for in this pack.

Best of luck with your application, we look forward to meeting you.



**Léann Hearne**  
Group Chief Executive



## A little about us



Livv is a social impact business. We provide circa 13,000 homes across Liverpool City Region and the North West, plus apprenticeships, training, health and local projects to build flourishing communities. We're positive, respectful partners who take the lead, do what we say and help others to unlock their potential.

We exist to create a positive impact in everything we do, with a vision of enabling local communities to flourish. We do this by being a great housing provider, delivering great services. Our rebranding as Livv Housing Group in April 2020 started the next phase of our journey and revealed our commitment to a renewed sense of purpose and direction. We want to bring people and neighbourhoods together to create better opportunities to grow, develop and thrive.

Our business consists of Livv Homes, Livv Maintenance and Livv Investment. We work together to make a positive difference in our communities and to people's lives.



Livv Housing Group is an independent housing association, providing affordable, quality homes for around 25,000 people, through circa 13,000 properties in Knowsley, Merseyside.



Livv Homes builds quality new homes and aims to provide a world class service to our customers.



Livv Maintenance provides a range of property repair and facilities management services to Livv Housing Group.



Livv Investment is all about providing finance for social impact.

## Purpose, mission and values

### Our purpose

Unlocking potential and giving people and communities opportunities to flourish.

### Our mission

Working together with our partners we will be the provider of choice for great homes, support and services.

### Our values

Livv stands for an unwavering commitment to serving local communities, by forging strong partnerships, pioneering new ways of working and building a highly skilled, steadfast team to deliver ambitious strategies.

We're here for the long term to help people live happy, successful and fulfilled lives in diverse, welcoming places where they want to stay.

Our mission is to provide homes and opportunities for everyone – young or old, family, couple or single person. The values that motivate and drive us to do this are:

### Making a difference daily

We invest in our people, our customers and in the creation of a fairer society.

### Positively open

We're open to feedback at all times, as we strive to deliver a first-class customer experience.

### Forging the right way

We're creating an inspiring road which others will want to follow.

### Together as one

Our teams work on another level of cohesiveness to enable us to deliver better outcomes.



# You and your role

**Job title** - Graduate Trainee

**Contract** - 24 month fixed-term

**Salary** - £24k per annum

**Directorate** - Finance, Risk & Performance

**Start date** - January 2025

**Responsible for** - No direct reports

## Overall purpose

An overall aim of supporting financial analysis, risk management, and business intelligence initiatives, driving data-driven decisions and operational efficiency by working with the Risk, Finance and Business Intelligence teams.

## Key role priorities

This role is for innovative, driven, ambitious and above all, talented individuals who aspire to be leaders of the future. By gaining exposure to a variety of internal processes, systems and functions across the business, you will support teams by enhancing processes, data accuracy and contributing to strategic goals.

## Key working relationships

The role holder is required to work in partnership with colleagues across all functions, and the business more generally to deliver the required levels of internal support and required outcomes.

## Main duties & responsibilities

- Develop partnerships and links across our business that help achieve our vision of great customer service
- Provide self-leadership, demonstrating a desire for continuous improvement and learning curiosity.
- Lead, manage and deliver projects which ensure our business priorities are achieved and drive exceptional performance.
- Live our values and always deliver consistently excellent colleague experiences.
- Be agile and work together with colleagues to ensure information and changes are delivered at pace.
- Support managers in case management, data analysis, process implementation and reporting.
- Support in the provision of internal communications on behalf of the teams.

## Key measures of success

- Well-developed critical thinking skills in the analysis and evaluation of issues.
- Strong personal organisation skills to manage the demands of work and life.
- The ability to take ownership of work and responsibilities.
- The capacity to develop emotional intelligence and resilience in building effective relationships and overcoming setbacks.

All colleagues are expected to:

- Ensure that our Customers are at the heart of everything we do and act at all times in accordance with our Values and Behaviours.
- Carry out all duties in the context of, and in compliance with, the Group's commitment to equality and diversity, leading by example and contributing to an inclusive culture.
- Read, understand, and demonstrate a commitment to the Group's Employee Charter.
- Take responsibility for your own health and safety and that of your colleagues in accordance with the Health & Safety at Work Act by following the Group's Health and Safety policies and procedures at all times.
- Ensure compliance with all legal obligations concerning the protection of data concerning employees, customers and third parties.
- Be prepared to have some reasonable flexibility of working hours as necessary to meet the requirements of the job.

- Adopt a proactive approach to identify and mitigate risks to each business area by informing your line manager to enable the risk register to be updated, thus minimising the Group's existing and future risks.
- Be prepared to work in a variety of locations as required, including premises not directly under the control of the Group.
- Demonstrate a willingness to undertake ongoing training as appropriate for ongoing personal and professional development.

## Values and Behaviours

**Making a difference daily** - We invest in our people, our customers and in the creation of a fairer society.

**Positively open** - We are open to feedback at all time, as we strive to deliver a first class customer experience.

**Forging the right way** - We're creating an inspiring road which others will want to follow

**Together as one** - Our teams work on another level of cohesiveness to enable us to deliver better outcomes.



# Why work with us

## Agile working

We have an agile working policy. You'll be required to work from the office at least one day a week (or more depending on business needs).

We work flexibly and our collaborative working hours are 10am – 3pm.

We provide all agile workers with a laptop, laptop bag, monitor and Display Screen Equipment kit. You'll also receive a New Starter Allowance to cover home office equipment, a desk and chair. If you're joining us in an operative role, you'll be provided with an iPad and mobile phone.

## Aviva pension scheme

4.5% to 6% matched contribution.

## Notice period

One month.

## Annual leave

Basic annual leave	After 3 years' service	After 5 years' service
24 days	27 days	30 days

## Long term sickness benefit

The company sickness benefit is accrued over a rolling 12 months in the following way:

- During first year of service and after six months service: one month's half pay
- During second year of service: one month's full pay
- During third year of service: one month's full pay and one month's half pay
- During fourth and fifth years of service: two months' full pay and two months' half pay
- After five years' service: three months' full pay and three months' half pay.

## Life assurance

After six months of service, you'll be entitled to life assurance of 3 x your annual salary.

## Medicash

All colleagues are entitled to the core benefits of Medicash. You may choose to add to your benefit entitlement by paying additional contributions.

## Flu jab

You're entitled to reclaim the cost of your flu jab up to the value of £10.

## Baby packs

You'll be given a pack of baby goodies worth £50 for every child you have whilst working with us.

## Parking

Free on-site parking.

## The GEM Programme

You will have a place on this Award Winning twelve month graduate programme. This will involve you in housing related learning events in all parts of the U.K., plus the opportunity to achieve Chartered Institute of Housing professional qualification



