

creating places where people want to live™  
...and work

L&Q  
GROUP



# Graduate Development Programme

## 2007-2008

*We won our top  
100 employer award  
3 years running for  
recognising our  
people – not only  
their work, but also  
their potential for  
development – why not be one of them?*



INVESTOR IN PEOPLE



Awarded for excellence



www.agepositive.gov.uk



**diversity is our bottom line**

## graduate development programme 2007-2008

The L&Q Group is a housing association dedicated to providing homes for a wide variety of residents. It's mission is: creating places where people want to live. Around twelve families a day are relieved of homelessness by the organisation, which speaks eloquently of the dedication of the teams involved. It has its roots in the 1960s but has the look and feel of a much younger, professional organisation. It has diversified into low cost home ownership and targets key workers as well as providing supported housing for vulnerable residents.



If you are considering applying for a job with the L&Q Group, a good first move is to put away any

preconceptions you might have about social housing and the voluntary sector. It would be wrong to say the atmosphere and attitude is strait-laced in any way. There is certainly fun to be had and people enjoy their jobs, but professionalism is a watchword and the company places customer satisfaction above all else. In terms of achieving our mission the organisation believe that building a good working atmosphere will ultimately enable staff to deliver excellence in customer service.

We have developed a cutting-edge Graduate Training Programme. The objectives of the programme are to provide you with responsibility from day one combined with structured training and opportunities for development.

You will join L&Q Group as a Graduate

Trainee with the opportunity to focus on both our commercial and operational functions. You will start your career within one of these functions after your initial induction training period is complete.

The 2 year programme will offer you four 6-month placements within the L&Q Group. Each trainee has an individual development plan created for them to ensure they have exposure to the foundation elements of our business. For example, Tenancy Services, Revenue Services, Development and Supported Living. On each placement you will be given real responsibility and a chance to review your development on a regular basis.

Alongside experience gained in each placement, the Graduate Training Scheme offers regular skills-based training throughout the programme as part of continual learning with the L&Q Group. Your induction seminar to welcome you to the business is followed by dedicated in-house and off-site courses.

Throughout your training period and beyond, you will have a "Mentor", a more experienced manager within the business, who can offer you support and guidance during your career. We also encourage networking amongst our Graduate Trainees via our Graduate Network which meets on a bi-monthly basis. Graduate Trainees are encouraged to move as fast as their talent will take them. We will support you in identifying opportunities for you to progress your career at L&Q further and to continue your development within the organisation.

We aim to make the L&Q Group the housing employer of choice for talented and

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ambitious people. We work with our staff to develop our employment practices, benefits and rewards packages which has helped put us in the Sunday Times List of the 100 Best Companies to Work For.



The available benefits include: -

## Core benefits

- Competitive salaries including annual increments/reviews/overtime where applicable
- Excellent holiday entitlement (up to 31 days per year)
- Generous pension scheme
- Non-contributory life assurance
- Disability income scheme
- Car users allowance and mileage payments
- Career breaks
- Personal protective equipment
- Generous company sick pay
- Eye care vouchers
- Employee assistance programme including counselling and legal advice
- Culture of rewarding excellent performance
- Email and internet access.
- Assistance with student loans.

## Rewarding our people

As an Investor in People the L&Q Group is fully aware of the benefits to be gained by recognising the efforts of our people and have a number of ways in which we encourage and reward staff.

- Our People Awards
- Staff Suggestion Scheme
- Long Service Awards
- Staff Introduction Scheme
- Attendance Award
- Professional Qualification Achievement Award
- Christmas celebrations

## Family friendly

The L&Q Group provide a number of generous Family Friendly schemes that provide benefits that exceed the statutory requirements.

- Maternity leave
- Paternity leave
- Adoption leave
- Leave for infertility treatment
- Parental leave
- Carers leave
- Flexible working
- Career breaks

## Excellent training and development

The L&Q Group has an enviable record of delivering excellence in Training and Development, which includes:

- A strong culture of internal development and promotion

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- A wide range of internal and external courses
- A structure of appraisals and reviews to enable personal development
- Annual conferences, planning days and team building events
- Sponsorship towards a professional qualification including day release
- Paid subscription to a professional body
- Accreditation as an Investor in People.
- Car Rental
- Virgin Experience Days
- Vision Express
- Accommodation & Theme Parks
- Theatre Offers
- Flight Discounts
- Dental Care
- General Insurance
- Private Medical & NHS plus insurances
- Ultralase
- David Lloyd & Holmes Place
- London Sightseeing Pass
- Virgin Wines
- Cinema Tickets
- AA Driving Lessons
- Great Gardening Savings
- Electrical Discounts
- Flower Deliveries



### Voluntary benefits

We have negotiated discounts on a range of products and services that we may all need at various times in our lives. These include:

### How to apply

For further information regarding the Graduate Development Programme and other career opportunities at the L&Q Group, please visit [www.ourpeople.org.uk](http://www.ourpeople.org.uk) or contact the Human Resources Department at Osborn House, Osborn Terrace, London, SE3 9DR. Telephone: 020 8557 2022.

### ***Evelyn John, had this to say about her experience:***

*“During the L&Q Graduate Development Programme, I made good friends, had fantastic experiences and learnt from the knowledgeable and talented people around me. Most importantly the programme has been an invaluable stepping stone into the housing sector.”*