

Graduate Development Programme



...we
see things
through...



...we
work
smarter

empowerment

/ɪmˈpaʊə.mənt/



Creating homes.
Building lives.



innovation

/ɪn.əˈveɪ.ʃən/



Creating
Building



Jigsaw

Creating homes.
Building lives.

Introduction from our Group Chief Executive, Brian Moran

It's a pleasure to provide graduates with the opportunity to step into employment and into an expansive and rewarding career with Jigsaw Homes Group.

As one of the largest housing providers in England, managing more than 38,000 homes across the North West and East Midlands, we are proud of the role we play in people's lives. Our residents are at the heart of everything we do, and we always aim to help people live successfully in a home they can afford.

Our mission, 'Creating homes. Building lives.', reflects our commitment to not only provide quality, affordable housing, but also support our residents to thrive.

We work closely with communities to create places that are healthy, sustainable, and inclusive, and we offer a range of charitable and supported housing services to help people live independently and maintain their tenancies with confidence.

Choosing to kickstart your career with Jigsaw Homes means choosing to make a genuine difference.

Every role in our organisation contributes to a positive social impact, whether that's supporting residents directly, improving services, or helping us innovate as a sector leader.

At the same time, we are deeply committed to developing our people - with more than 1400 colleagues. As a graduate, you will gain valuable skills by working with different departments in a people-focused environment.

You'll have the opportunity to work on exciting projects, learn from experienced colleagues and challenge yourself by problem-solving and thinking critically.

We are always looking for talented, forward-thinking individuals who share our values and want to grow within a positive, inclusive environment.

If you are eager to develop your career while also making a positive impact, we would be delighted to welcome you to Jigsaw Homes Group.

I wish you every success as you take the next step in your career journey.

Brian Moran.

Group Chief Executive



What to expect...

Graduate Technology Services Analyst

(IT & Cyber Security) - Two-year fixed term training placement

Our two-year graduate programme is designed to give you a comprehensive understanding of Jigsaw Homes Group IT Services.

This structured approach allows you to build a broad skill set, gain insight into different specialisms, and discover where your strengths and interests lie.

During the first year you will rotate across three structured placements, spending approximately four months in each area.

Service Desk & Workplace Technologies

You will gain exposure to frontline IT support and end user technologies by providing first & second-line technical support, troubleshooting hardware, software and Microsoft 365 issues, supporting laptops, mobile devices and workplace technology solutions, assisting with device deployment, configuration and lifecycle management, whilst developing excellent customer service skills.

Infrastructure Services

You will build your technical expertise working with our infrastructure specialists supporting server, storage and networking technologies, assisting with cloud services and hybrid environments, monitoring system performance and availability, supporting backup, disaster recovery and business continuity processes and gaining experience with infrastructure projects and operational improvements.

Cyber Security

You will develop an understanding of modern cyber security practices by supporting security monitoring and incident response activities, assisting with vulnerability management & remediation programmes, contributing to security awareness initiatives, supporting identity & access management processes and learn about cyber risk management, governance and compliance activities.

Year Two

You will identify your strengths, interests and career aspirations and with the assistance of your manager & mentors will choose one of the above areas to specialise in for your final 12 months of the programme.

During each placement, you will primarily be office-based, working alongside experienced colleagues, with opportunities to shadow teams, meetings, and contribute to projects.

By the end of the programme, you will have developed a strong foundation of professional skills, a deep understanding of the IT function, and the confidence to progress your career further.

Upon successful completion of your placement, our intention would be for you to move into a permanent role.

What will I be responsible for?

Throughout the programme, you will have the opportunity to complete a relevant qualification. To support this, you will take on a wide range of responsibilities that contribute to both your development and the success of our teams. This will include:

- Participating in a structured graduate development programme, including rotations, placements and projects.
- Building your knowledge of Jigsaw Homes Group and the housing sector.
- Attending training and meetings with your mentor.
- Assisting with operational tasks.
- Taking ownership of small projects.
- Presenting findings and recommendations to managers.
- Using systems and tools relevant to your placement.
- Building professional relationships and networks.
- Bringing fresh ideas, challenging existing ways of working and suggesting ways to improve processes.

What we need from you...

We are looking for candidates who meet the following criteria:

- Be qualified to degree level, ideally in a relevant subject.
- Have a full driving licence with access to a car or be working towards this.
- Be expected to travel to our different offices in Manchester, Ashton-under-Lyne and Leigh.
- Be confident and resilient, with the ability to thrive in a fast-paced environment.
- Stay self-motivated and proactive, while also having the enthusiasm to reach goals and achievements.
- Have strong communication skills and build positive working relationships with colleagues to deliver great outcomes for residents.

Employee Benefits...

The starting salary for the graduate programme will be **£25,186** in year one, rising to **£25,761** in year two. Plus, you will receive any cost-of-living salary increases that are awarded and any additional mileage expenses you may incur.

Jigsaw Homes Group offers employees 24 days holiday per annum, plus 3 days for Christmas closure (5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days).

We also offer our employees the option to buy/sell up to 5 days extra leave per year.

Depending on the placement, there may be the opportunity to work compressed hours or have up to 50% of your time working from home upon completion of your probation period.

As a Jigsaw employee you will receive access to the Social Housing Pension Scheme, enhanced maternity/paternity benefits, BHSF health insurance membership, access to on-site gyms and training opportunities.

The Recruitment Process...

There are three stages to our recruitment process.

Firstly, you'll submit an online application which will include the following questions:

- Choosing one of your non-academic activities, tell us about an achievement you are particularly proud of. Describe what motivated you to achieve this outcome. (300 words maximum)
- How will you keep your knowledge up to date when dealing with rapid technological change? (300 words maximum)
- What would you think is the biggest challenge for Jigsaw Homes Group IT Department & how would you use your expertise to solve this problem? (300 words maximum)

Successful candidates will then be invited to an assessment day to complete various activities.

If successful following the assessment day, the third stage of the process will conclude with a formal interview.

We welcome applications from people of all identities, backgrounds, cultures and abilities and are committed to building a workplace where everyone can be their authentic self.

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