

HILS SOCIAL ENTERPRISE GRADUATE SCHEME

PART 1: JOB DESCRIPTION

Job Title:	Graduate Management Trainee
Location:	<p>Primarily based in Letchworth, SG6 1HB</p> <p>Travel will also be required to HILS' other sites in Hertfordshire (St Albans, AL3 5BU; Hertford, SG13 7BH; Hemel Hempstead, HP2 4EU; and Friendship House, AL10 0BU), and occasional visits to HILS' teams in Hampshire and West Sussex.</p> <p>Flexible working available, to be agreed with line manager.</p>
Salary:	£25,500 starting salary, with the opportunity for progression dependent on performance in the role.
Hours of Work:	37.5 hours per week
Type of contract:	Fixed term – twelve months, with possibility of extension

Role Summary:

Health & Independent Living Support (HILS) is a multi-award winning charitable social enterprise, working to support the independence of thousands of elderly and vulnerable adults every year.

We believe that social enterprise is the best way to do business

- Social enterprises are commercially successful; HILS' turnover was £11 million in 2024/25, making HILS one of the biggest social enterprises in the UK.
- Social enterprises are changing the world; HILS provides services 365 days a year and served over 18,000 people in 2024/25 across 18 life-changing services.
- Social enterprises are diverse; HILS' Senior Team is 62% female, and 25% of staff have faced barriers to employment elsewhere.
- Social enterprises have real impact; 93% of HILS clients said they felt more independent, 92% felt healthier, and 86% felt less lonely in our 2024-25 client survey. For every £1 invested in HILS, we generate *at least* £5.28 of social value.

You can be a part of this exciting, growing, life-changing business

Social enterprise is an exciting place to be. Every day our work changes people's lives for the better and makes a difference in our local community. And we're also a business which earns its income and spends it wisely. We move quickly, experiment, innovate, and learn together. Our teams need business skills and a social heart to succeed.

HILS is a values-based organisation: we genuinely care about our clients, our staff, and what we do to change the world. We're also an ambitious, commercially successful organisation,

with grand plans for the future. Social enterprise is a sector where you can learn to be entrepreneurial, business-minded, financially savvy, and change the world for the better.

If you want to learn what it takes to succeed in social enterprise, what better place to learn than at one of the most successful social enterprises in the country?

We need you!

HILS is growing and developing every day. We need people who want to work hard and make a difference, and who aren't afraid to learn something new every day. We want people who will grow and develop with the business by stretching themselves.

HILS' Social Enterprise Graduate Scheme is designed to help you to develop the skills and knowledge to become an effective leader so you can make a real impact on the lives of others. Life is short; do work that matters to you.

Testimonials from previous Management Trainees:

Will says:

"Doing the grad scheme at HILS was a brilliant experience. I got stuck into real projects from day one, learned loads about how VCFSE organisations operate, and worked with some genuinely inspiring people. It gave me a solid foundation in project management and understanding service design. Working at HILS helped me constantly grow both professionally and personally."

Florence says:

"I feel honoured to have a role in an organisation which allows me to grow professionally and help others in my own community. Every day is an opportunity to learn alongside inspiring people and I am very grateful to be working at HILS."

Bronagh says:

"I feel so lucky to have found a social business where I can have an impact on people's lives every day, all while developing my professional skills and knowledge. Working at HILS is challenging but really rewarding – I wouldn't want to work anywhere else!"

Eloise says:

"Throughout the graduate scheme, HILS has consistently supported and pushed me to develop professionally while having fun at the same time! I feel utterly privileged to say I work for a business that helps people 365 days a year, come rain or shine."

What will a Graduate Management Trainee do?

Project management:

HILS is a complex and evolving organisation that is doing a lot. Doing everything well means working across different teams, bringing people together, and keeping everyone on the right track. In other words, we need projects to be well-managed, so that they succeed.

You will need to:

- Be able to examine the situation and define the problem or scope the project.
- Research the topic, do some fact-finding, and rapidly get up to speed.

- Get the right people in the room, get them on board, and make sure everyone knows what their responsibilities are.
- Communicate with colleagues, clients, and external stakeholders.
- Make a plan, monitor progress, keep the project on time and on budget, and produce successful outcomes.

Opportunities for growth – you will be able to:

- Work across a variety of teams (senior management, operational service teams, communications, finance, HR, business development, facilities, IT, and more).
- Participate in, and eventually lead, brainstorming sessions and project scoping workshops.
- Make recommendations and then work with colleagues to implement them.

Business development & transformation:

HILS aims to improve existing services and the wider business, whilst developing new ways to serve customers, and keep up to date with changes in the law and in the sector. You'll work on a variety of projects with our Development & Transformation Team and wider Leadership Team.

You will need to:

- Work with managers to develop brand new services.
- Work with managers to mobilise new contract opportunities.
- Help make sure that the business is compliant with important legislation.
- Help make sure that our policies, procedures, and compliance framework are fit for purpose, and support the business to thrive.
- Contribute to business planning, shaping the direction of the organisation.
- Help to eradicate pain points in our infrastructure and processes, to help the operations of the business run smoothly.

Opportunities for growth – you will be able to:

- Learn about business strategy and improve your strategic thinking skills.
- Work on exciting new areas of growth, learning how to take something from a need to an idea, right through to a real service, serving real people.
- Learn about the legislation that governs business and help make sure that HILS complies with key areas of law.

Operational service management:

HILS is a service business. This means that every day we run services to support residents to live independently.

You will get the opportunity to work directly in a service, experiencing the quick pace of an operational environment and how to work effectively to ensure reliability and quality is maintained.

You will need to:

- Work with managers to ensure that HILS services run effectively.
- Work with managers to deal with operational situations as they emerge.
- Help to improve service processes from within the service area.
- Support managers with their finance (budgets) and HR (management of staff) responsibilities.

Opportunities for growth – you will be able to:

- Learn about operations and how we deal with operational challenges and emergencies.

- Add value to existing services by helping them unlock further potential.
- Learn about both the 'softer' and 'harder' sides of people management.

Other responsibilities:

HILS is a fast-moving business with a lot going on, and there is always another project or another task to do. You might also end up doing things which the Senior Team feel would give you an opportunity to grow or learn, that suit your skill set, or that simply need doing. HILS is an "all hands on deck" kind of business and you might find yourself:

- Planning an event,
- Analysing data and providing insights to your colleagues,
- Pulling together a presentation for the Chief Executive,
- Taking notes at meetings,
- Writing a funding bid,
- Helping tender for a contract,
- Hosting a visitor to the business,
- Helping a colleague with an IT problem,
- And lots more!

Other important & legal bits – you'll need to:

- Ensure that all dealings with staff and the public are conducted within HILS' Equal Opportunities framework.
- To have regard for the duty of care of information (with particular reference to the Data Protection Act) gained during the course of employment that relates to other employees, the public, contractors, etc.
- To ensure that excellent standards of customer care and service are maintained when dealing with members of the public and internal customers.
- To take responsibility, whilst at work, to preserve and enhance health and safety. To be familiar with the health and safety aspects of the work and avoid contact which would put at risk the health and safety of clients, team members and other people including visitors, contractors and members of the public.
- To understand individual responsibilities around safeguarding our clients, and ensure that all safeguarding concerns are raised in accordance with HILS procedures.

Important note:

This is not a complete list of all the duties and responsibilities of this role – HILS is a fast-moving organisation where requirements can change and everyone has to pitch in. We also want to work with your skills and experience so that we can make sure you are having the most impact. Therefore, you may be required to carry out other duties as directed by your line manager and other members of the Senior Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION

What kind of person does HILS need?

The person we're looking for is the kind of person who wants a career that matters. Someone who wants to take a different path that isn't solely motivated by profit. Someone who wants to learn business skills and apply them for good. We're a team that believes that we can, and should, change the world for the better; we need someone who shares that belief. We want you to learn on the job, doing real work in a purpose-driven organisation, while at the same time going through an intensive learning and development process. We will introduce you to new ways of thinking and working, and the community you'll be surrounded by is inspiring and a lot of fun.

Qualifications & Job Requirements:

Essential:

- Satisfactory DBS check (*because all HILS staff work with vulnerable adults*)
- The right to work in the UK
- A 2:1 undergraduate degree in any subject or equivalent qualification
- Demonstrable skills in written and spoken English
- Be available to work a full year from November 2025
- Ability to travel to all HILS' sites and external partner sites as required

Desirable:

- Degree, or modules / projects in:
 - Care / social care
 - Health / public health
 - Business / strategy
- Driving licence and access to own vehicle
- Experience of any of the following:
 - Working with elderly and vulnerable people
 - Working in the health and / or social care sector
 - Project management

Personal Qualities and Skills:

Collaborative working skills:

- Flexible, positive approach
- Excellent communication skills
- Networking, influencing, and interpersonal skills
- The ability to actively listen to, support, and gain the trust of others
- The ability to build and develop productive relationships and networks
- Empathy and appreciation of the needs of end users of HILS' services
- Confidence to lead others, encourage contribution, and respect the views of others

Business skills:

- Presentation skills
- A results-driven approach to work
- Constructive and innovative thinking
- An analytical mind, able to interpret data

- A proactive and project management approach to work
- Ability to conduct comprehensive research to understand a topic

Personal characteristics:

- Resilient
- Flexible, adaptable, willing to change
- Able to deal with complexity and ambiguity
- A person-centric approach and moral purpose
- The ability to act with integrity, openly, and honestly
- The ability to work under pressure and to take on responsibility
- Self-reflective and aware of your own personal and professional development needs

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

HILS' Values and Behaviour Statement:

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: we are **caring** and **compassionate**; we act with **integrity**; and we go **above and beyond**. Our clients have high expectations of our services, and as such, we expect everyone who works for HILS to share and act on our values.

HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.