

Investing in People



CARETAKER, ACCOUNTANT,
IS TECHNICIAN, CLEANER,
GAS ENGINEER, ELECTRICIAN,
CONSTRUCTION MANAGER,
HOUSING OFFICER, NURSE,
RECEPTIONIST, SURVEYOR,
CARE ASSISTANT, CHEF,
BUSINESS ANALYST,
HOUSING MANAGER,
PR OFFICER, HR ADVISOR,
ADMINISTRATOR,
HEALTH AND SAFETY OFFICER,
FINANCE OFFICER,
CUSTOMER SERVICE ADVISOR,
DIRECTOR,
SUPPORT WORKER,
TEAM LEADER,
ACTIVITIES ASSISTANT,
FACILITIES MANAGER



In neighbourhoods across the country, our staff meet vital social needs and help make a real difference to the quality of people's lives.

We have made a pledge to get more people into employment, including those within the communities in which we operate. Our aim is to ensure individuals are given access to meaningful career paths which allow them to secure long-term roles in the workplace.

We also create valuable training and work experience opportunities with local schools and academies, to provide young people with direction and nurture future talent.

Partnerships are vital as they allow us to achieve so much more than we could on our own, which is why we ensure the organisations we work with share our values of ambition, diversity, integrity, quality and sustainability and support our employment and training activities.

Our success is a direct result of our people's commitment, enthusiasm and innovation. Those who work for us do an excellent job and we will continue to maintain a culture where diversity is valued and talent is nurtured and rewarded.

David Bennett
Group Chief Executive

■ A responsible business

Providing employment opportunities

Sanctuary Group is one of the country's foremost providers of housing, care and community services, owning and managing more than 100,000 homes which range from rented, retirement and supported housing, through to shared ownership, care homes and student and key worker accommodation. Sanctuary also provides a range of other services including maintenance and telecare.

We're a not-for-profit organisation, but we operate with the commercial vigour of a leading private sector business. As a social enterprise we reinvest our surplus income into our services and business growth rather than distribute it to shareholders. This enables Sanctuary to maintain high standards, develop our services, and invest in people and communities.

Because the money we make is used to help all sorts of people, from the homeless to the elderly, we believe it's even more important that we operate along commercial lines.

At Sanctuary we understand more than most how important it is to invest time, effort and funding into jobs and training opportunities.



Our values

Guiding how we work

Sanctuary's values are ambition, diversity, integrity, quality and sustainability. These values guide what is important to us and how we work. They are embedded in all that we do and our staff demonstrate behaviours in their day-to-day lives that show we are living our values.

We employ over 12,500 staff from all walks of life in a variety of roles across the country. Our strength as an organisation lies in the quality of our people and we are always looking for individuals with fresh ideas to join us.

Our philosophy is to attract and retain quality individuals, nurture and develop them and, in doing so, inspire and motivate them. This brochure outlines some of the ways we are investing in people to help them achieve meaningful careers.



■ Working for Sanctuary

Investing in jobs and training

Most people join us directly after successfully applying for a position and this route allows individuals to immerse themselves into their chosen job from the second they join us.

As Sanctuary Group is so diverse, the breadth of roles on offer here is huge. We're a national organisation so we have employment opportunities from the very north of Scotland to the most southerly regions of England.

Once part of our organisation, employees have excellent opportunities for ongoing personal and professional development through our Learning Academy.

In 2016/2017, 63,000 training sessions were attended by our staff and almost 105,000 e-learning modules were completed.



■ Apprenticeships

Harnessing fresh talent

Underlining our commitment to tackling unemployment, especially among young people, Sanctuary has made a pledge to create new apprenticeships.

Our award winning programme gives young people the chance to study for practical qualifications, while gaining a strong grounding in our organisation. This provides them with a solid foundation on which to build a long-term career.

The scheme offers a wide range of placements including housing, horticulture, maintenance, finance, information technology, business and administration, and health and social care.

Sanctuary encourages local employers and educational establishments to explore the value of apprenticeships through events and talks and many of our young apprentices take part.

For more information on our apprenticeship programme please visit the apprenticeship pages on our website at www.sanctuary-group.co.uk/careers/apprenticeships.



■ Graduates

Developing future leaders

There are many reasons why graduates are choosing to embark on their career with Sanctuary. The diversity, scope and size of our organisation means that there are a wide range of opportunities for them to explore, giving them the chance to gain the skills they need to become future business leaders.

The graduate programme, which attracts high quality candidates year-on-year, is tailored to the needs and aspirations of each individual.

Our graduates play a pivotal role in the organisation and undertake rotational placements across our operations, tackling real projects and making a tangible contribution to our success.

To learn more about our graduate programme please visit the graduate pages on our website at www.sanctuary-group.co.uk/careers/graduates.



■ Leadership and management programmes

Driving performance

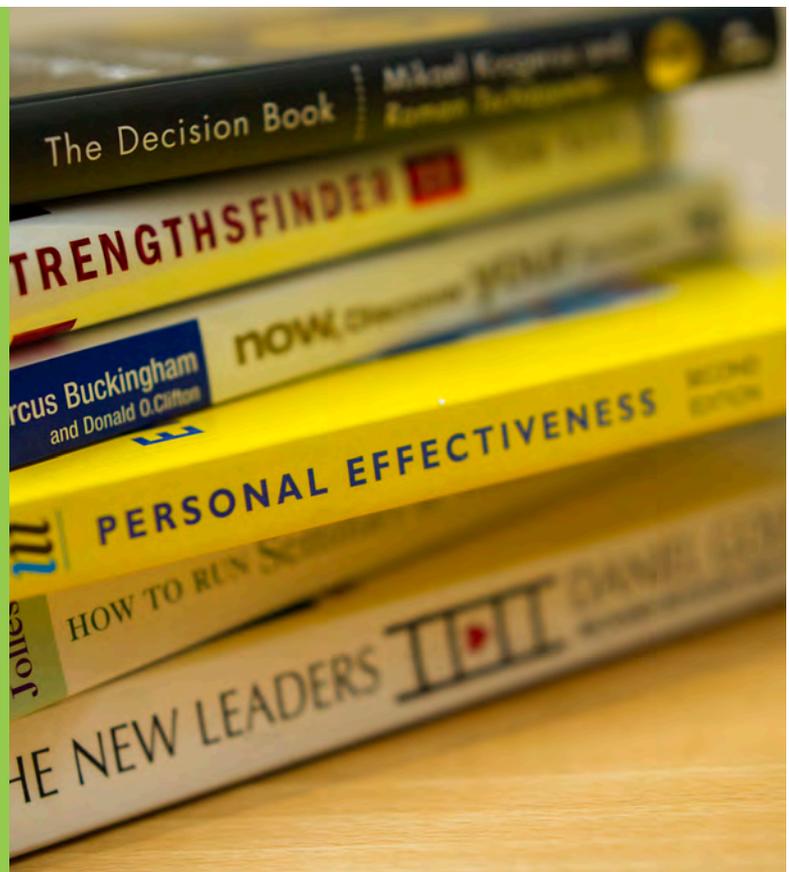
Sanctuary is committed to advancing its people and as part of this we have a wide range of opportunities on offer which will support leadership and management development within our growing organisation.

We develop our managers through a range of activities, all aligned to our Group Business Plan, to enhance their leadership capability, inspiring them to fulfil their potential and preparing them for future roles.

By driving the performance of our future leaders, they bring added value to the Group – tackling their roles with fresh energy, competence and ambition while using their new skills and knowledge to both empower their own work as well as develop those in their teams.

“This programme has given me a far greater understanding of the business. I really understand the values and feel much closer to the core of what we do. I’ve also increased in confidence and have developed engagement within my team.”

- Management development course delegate



Specialist training

Offering expert guidance

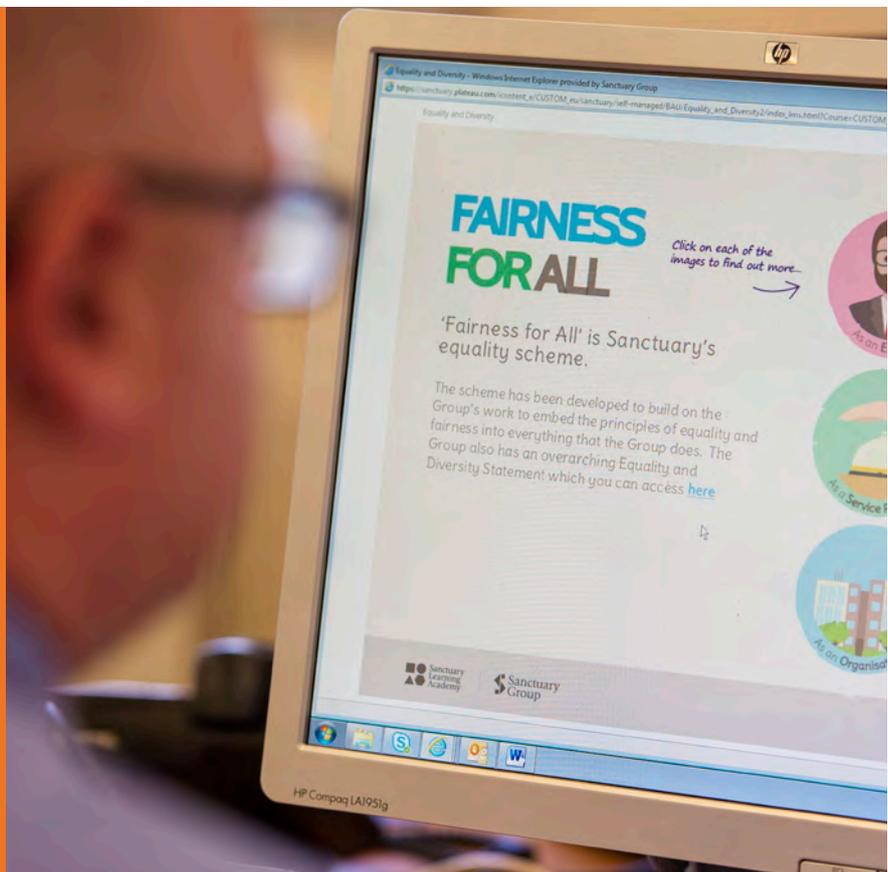
Sanctuary Learning Academy offers consultative advice and guidance that supports learning aspirations. As part of our service we offer learning solutions to suit specific objectives and operations, providing expert guidance to managers and teams.

We offer the following:

- Leadership, management and business skills
- Qualifications
- Health and safety training
- Information systems training
- Apprenticeship programme
- Graduate programme

We also have specialist teams within housing services, maintenance, Sanctuary Supported Living and Sanctuary Care that provide advice and guidance for staff.

Our expert guidance includes a range of e-learning courses, bespoke learning and development interventions and workshops to develop the knowledge and skills required by staff who work in our operations.



■ Work placements

Supporting young people

Sanctuary is committed to equipping young people with the skills and experience they need to get into the workplace.

Our structured work experience placements for students in the last two years of school or post-16 are the ideal way for young people to get a feel for the world of work and see what skills and qualities organisations like Sanctuary are looking for.

Placements are tailored to each student, allowing them to get involved in tasks and real-life projects. They are an excellent way to discover how a commercially-driven organisation really operates.

“I have really enjoyed my week and it has given me a good insight. I have been made to feel like part of the team and the experience has helped me to understand the pressures of a working environment but the sense of achievement it also brings.”

- Student on work experience



■ Creating jobs

Partnering with others

Creating employment opportunities is a key priority for Sanctuary but we recognise we have a finite number of positions, which is why we work in partnership with other organisations to create new jobs and training.

As well as providing a boost to many local economies, we use our new build development and reinvestment programmes to leverage additional community benefits into the neighbourhoods where the Group operates.

We also include terms and conditions which stipulate that contractors must recruit local people and establish apprenticeship opportunities on our numerous construction sites, forging partnerships that lead to jobs and training for local people.

During 2016/2017, we supported 240 apprentices directly and an additional 47 through our third party providers.



■ Getting involved

Working with schools and colleges

As a major national and local employer, Sanctuary believes it has a responsibility to help prepare the next generation of talent for the workplace.

Our structured partnerships with schools and colleges include delivering talks on business, getting involved with careers events and providing CV and interview training.

We also encourage our staff to share their knowledge with local schools and academies by being actively involved in the classroom.

These arrangements not only prepare young people for the world of work, they help raise their aspirations, give them ambition, and motivate them to continue their studies.

Our staff regularly take part in careers events at schools and academies across the country to support future career planning.



■ Employee volunteering

Making a difference

Working for a charitable organisation means that our employees have a strong sense of community. Through our volunteering scheme staff are able to contribute to our neighbourhoods or other parts of our business and share their skills and experiences in a rewarding way.

It is a great opportunity for employees to give time during working hours and get involved in local and business-linked activities, including charities and voluntary groups.

Employee volunteering not only allows our staff to help others, it gives staff a broader understanding of the diverse needs of our communities and they gain valuable new skills in the process.

"I'd encourage anyone to get involved with Sanctuary's Employee Volunteering scheme. It really has left me feeling inspired!"

- Employee volunteer



Contact us – Find out more

We hope you have found the information in this booklet informative and enlightening.

If you would like to discuss an opportunity in more detail, please contact our Learning Academy.

Tel: 0800 9170 187

Email: learningacademy@sanctuary-housing.co.uk

If you would like this publication in an alternative format or language, please telephone **01905 334344** or email: **pr@sanctuary-housing.co.uk**



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