

Community Connector
fixed term until March
2027

Willowacre Trust



Recruitment Pack

Read our
Recruitment charter at
<https://westscot.co.uk/recruitment/>

WELCOME

Thank you for your interest in Willowacre Trust. This pack explains who we are, what we need from you and what you need to do to apply.

As the charitable subsidiary of West of Scotland Housing Association (WSHA), Willowacre Trust's overarching aim is to tackle social and economic disadvantage and impact on tenancy sustainment within the communities served by WSHA. We want a staff team and Board that shares our values and puts customers at the centre of service delivery.

Our staff are at the heart of our business and we support them to be their best which is demonstrated with 84% of staff saying Willowacre Trust and WSHA is a good place to work.

We are an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief. We are particularly interested to hear from applicants with a disability, or from a black, asian or minority ethnic background.

Disabled applicants who meet the essential criteria will, where possible be granted an interview under the Disability Confident scheme.

We are committed to achieving high standards of quality in recruitment and to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

We look forward to receiving your application.



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ABOUT US

Willowacre Trust is the charitable subsidiary of West of Scotland Housing Association (WSHA) and has been working to tackle social disadvantage for over 60 years. We are committed to the delivery of projects and services which offer additional support and opportunities to WSHA tenants with the overall aim of positively impacting on tenants' lives.

OUR VISION

Achieve and support strong, vibrant communities



To ensure our values are reflected in everything we do, we have created a **Values Framework** which outlines the behaviours expected of our staff, managers and Board.



WORKING FOR US

Access to a personal health care plan for you and your family

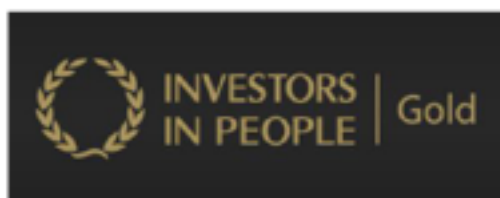
Access to staff shopping discounts as well as salary sacrifice staff tech and EV scheme

Free access to a comprehensive Employee Support and Wellbeing Service

Generous holiday allowance of 40 days

Strong focus on staff wellbeing including free flu jabs and annual health checks
Cycle to work Scheme and secure bike shed at office.

Friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office) if the role allows.



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Pension:

We offer a Scottish Widows defined contribution scheme provision to all staff employed by Willowacre Trust.

The employee can contribute a minimum of 3% to the scheme.

The employer will contribute twice the employee contribution to a maximum of 10%.

Our pension scheme contributions are based on a salary sacrifice arrangement whereby the employer gives 100% of NI savings to the employee.

In addition to the above, we also provide staff with Critical Illness cover and Life Cover x 3 salary.



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ABOUT THE ROLE

- ★ Job Title: Community Connector – Fixed term until 31st March 2027
- 🏠 Department: Community Services
- 📍 Location: Barrowfield Community Hub, Yate Street, G31
- 💖 Salary Scale: WT £35,866 per annum

In partnership with Glasgow City Council we are recruiting a new Community Connector to join our team. The Community Connector will proactively support, promote, develop, deliver Thriving Places initiatives within the Parkhead, Dalmarnock and Camlachie (PDC) to increase participation and strengthen local communities. You will promote the delivery of meaningful community engagement activities which support local communities to have a voice to influence service planning and delivery. You will work directly with communities and partner organisations to develop and implement projects. You will be accountable to our Community Services Manager.

You should have:

- Excellent interpersonal and engagement skills with the ability to communicate effectively face to face, telephone or digitally
- Good IT skills including the use of word processing, excel, email and other software packages
- Experience of implementing high quality community services or projects
- Experience of assessing individual and collective needs within communities





MAIN RESPONSIBILITIES

- Work with local people and services to establish local priorities
- Identify approaches to overcome the barriers to community participation in Thriving Places, particularly for disadvantaged or marginalised groups;
- Promote and encourage equality and diversity within local communities
- Build on and enhance existing community mapping exercises in relation to service planning or new service developments
- Organise and promote community events, activities, trips, services and opportunities
- Support local communities and their partners to enhance existing, and develop new community activities to address need, building local community capacity including volunteering
- Establish strategic relationships with partner organisations to assist with the delivery of community-lead engagement and service planning initiatives.
- Participate in relevant Thriving Places Groups including Steering Groups bringing the local voice and experience of communities into those structures
- Work with partner organisations to identify and bring together the skills, experience and resources for the benefit of the local communities
- Actively participate in the review and delivery of the PDC locality plan
- Review and implement appropriate robust monitoring and evaluation systems to record the PDC activities undertaken, monitor progress and provide written reports to the board and funders to the Thriving Places Steering Group.
- Ensure that the PDC activities are delivered within the set budget
- Demonstrate a flexible approach to all cross team working
- Participate in regular support and supervision sessions
- Participate in team and organisational meetings and training
- Ensure requests for information, reports and statistics are responded to within agreed timescales
- Ensure that data aligns with the requirements of GDPR
- Ensure safeguarding measures are in place and adhered to where appropriate
- Maintain compliance with health and safety policies and procedures including updating risk assessments for events and activities
- Ensure the values of WT/WSHA are reflected in their work and that all services provided are delivered in line with the Vision, Mission and Core Values.
- Act as an ambassador for Willowacre Trust and the Thriving Places Funders and Partners

The list above is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

PERSON SPECIFICATION CRITERIA

Essential Criteria - Applicants are required to meet all essential criteria to be considered for shortlisting. Where an essential criterion is highlighted in bold, a higher weighted score will be given to applicant's attitude in that area.

Assessment Method - Applicants should note that the method of assessing individual applications is given in the assessment column (**Ass Method**) as follows:
AF – Application Form; I-Interview, P – Presentation, PSY – Psychometric testing

EXPERIENCE and KNOWLEDGE

Experience & Knowledge	Assessment Method	E	D
Experience of implementing high quality community services or projects	I/AF	*	
Experience of working within partnerships and/or multi agency arrangements	I/AF	*	
Experience of facilitating consultation events to influence policy and services	I/AF	*	
Experience of identifying and removing barriers to engagement	I/AF	*	
Understanding of the key principles of the Community Empowerment Act	I/AF		*
Experience of organising and promoting activities / trips and events in partnership with other stakeholders	I/AF	*	
Experience of assessing individual and collective needs within communities	I	*	
Experience of strategic planning groups	I		*
Experience of securing grants or funding	I/AF		*
Experience of recruiting and managing volunteers	I/AF		*

OUR VALUES

Demonstration of the Values	Assessment Method	E	D
Respect - Treats everyone with empathy and kindness	I	*	
Inclusive – Aims to meet individual needs and recognise diversity	I	*	
Integrity - Acts with integrity and honesty always	I	*	
Improvement- Aims to continuously improve what we do to benefit our customers, staff, and stakeholders	I	*	
Support - Supportive in your approach to customers, staff, and stakeholders	I	*	



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PERSON SPECIFICATION CRITERIA

Skills & Qualities	Assessment Method	E	D
Excellent interpersonal and engagement skills with the ability to communicate effectively face to face, telephone or digitally	I	*	
Good literacy and numeracy skills with the ability to write reports and collate monitoring and evaluation information	I / AF	*	
Ability to encourage and motivate individuals to become actively involved in their communities	I	*	
Ability to take an asset-based approach to working with individuals and communities	I/AF	*	
Good IT skills including the use of word processing, excel, email and other software packages	I/AF	*	
A methodical and flexible approach to organising and prioritising a varied workload	I	*	
Excellent ability to work well under pressure and to agreed time scales	I	*	
Flexible, enthusiastic self-motivated and resilient	I	*	
Ability to maintain confidentiality	I	*	

APPLICATION PROCESS

For further details and to apply online visit
www.westscot.co.uk/about-us/recruitment/.

If you require an application in another format please email
vacancies@westscot.co.uk or phone 0141 550 5600.

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you would like us to acknowledge receipt of your posted application, please enclose a stamped addressed envelope with your completed application form



You should complete all sections of the application form and you will need to demonstrate how you meet **all** the essential job requirements on the person specification to be considered for an interview. Applications being completed using ChatGPT or similar AI technology will generally not be accepted and where this is suspected the application may be removed on receipt, from the process. You should also note that curriculum vitae, cover letters and supplementary material will not be considered.

Willowacre Trust does not provide visa sponsorship. All applicants must have the right to work in the UK to apply for positions. Any offer of employment will be conditional upon verifying documentary evidence of right to work in the UK before employment commences

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

Completed applications must be returned by Monday 24th November 2025 @ 9am

PROVISIONAL INTERVIEW DATES: Tuesday 2nd December 2025



EQUAL OPPORTUNITIES

We value diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the equal opportunities form will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will, where possible, offer interviews to applicants with a disability who we consider meet the essential criteria.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number or our email address, given in the advertisement initially.

If you are still dissatisfied, you can request and make a formal complaint using our Comments, Complaints and Compliments procedure or if an internal applicant, through our grievance process.





GUIDANCE NOTES ON COMPLETING THE APPLICATION FORM

*Please read these notes carefully -
they are to help you make the best of your application.*

- 1 Preferably, applications should be completed online and if in writing then should be completed in black ink.
- 2 Please do not send in your Curriculum Vitae.
- 3 The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will only consider the information contained in your application form. You will need demonstrate how you meet the essential job requirements to be considered for the post.
- 4 The selection panel will not make assumptions about the nature of the work from a list of job titles. It is not enough to state that you meet the essential requirement; you must demonstrate how you meet it to the panel with examples. Life experience and skills, as well as work experience may be used. Interviews will be offered to candidates who are the best fit to the post as well as meeting all the essential criteria. Where essential criteria are highlighted in bold, more weighting will be given to candidates with these attributes.
- 5 If you are short-listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more detail.
- 6 Candidates must declare on their application form if you are related to any members of staff, Board Member, consultants or contractors or suppliers of WSHA. This will not necessarily be detrimental to your application.
- 7 All personal details will be removed, and applications are anonymised for the short-listing process.
- 8 The equal opportunities monitoring information is kept separately and does not form part of the Selection process.
- 9 As part of our Equalities Policy, we are a signatory to the Disability Confident scheme. We will offer interviews to applicants with a disability who we consider meet the essential criteria. However, in circumstances where we have a large number of applicants including a large number of applicants with a disability, interviews will be offered to those applicants with a disability that best meet the essential criteria.
- 10 We strive to be an inclusive organisation and we encourage candidates with disability to contact us if there are adjustments/assistance that we can provide to enable an application.
- 11 Please contact us if you require application information in a different format.
- 12 All interview candidates will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974, usually if invited for interview. Positions are subjected to the declaration is being completed.
- 13 Many of our positions are conditional on a Disclosure Scotland check being obtained.
Further information on applying for the correct level is provided to the successful candidate.
- 14 When sending your application as a word document, please ensure you add an electronic signature to confirm the application is true and complete.