

Support Services  
Officer

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.



# Recruitment Pack



## 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 50 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.



# Recruitment Pack





### ***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.

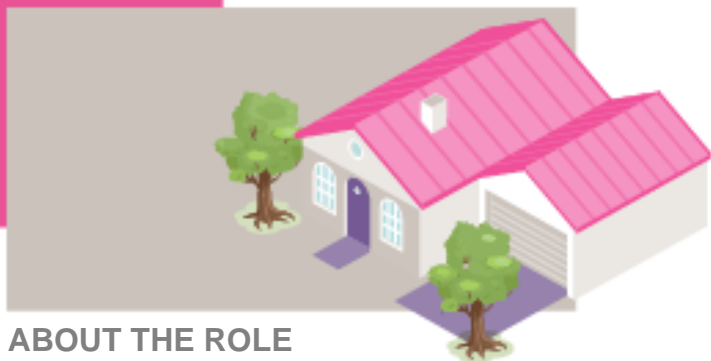
The employer will contribute twice the employee contribution to a maximum of 10%.

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: Support Services Officer
- 🏠 Department: Community Services
- 📍 Location: Glasgow, G40
- 💖 Salary Scale: WT Grade 8 £40,634 per annum

Following a review of our Community Services we are looking for a new Support Services Officer. You will share our values and will use them to guide the way they work on a daily basis. You will be accountable to our Community Services Manager to manage and coordinate high-quality support services and promoting and developing initiatives for tenants and communities. This includes overseeing the Older Persons and the Handyperson Teams, project work, liaising with partner organisations, contributing to funding bids, promoting Willowacre Trust's values, and supporting the delivery of the Willowacre Trust Business.

You should:

- Be able to lead and manage the Support Services Team, including Retirement Assistants and Handypersons, ensuring high standards of performance and service delivery
- Have experience of coordinating activities, events and group programmes which promote social connectedness, increased health and wellbeing and supports maximising independence for tenants and community groups
- Be able to support the development and delivery of community-based support services and projects to meet tenant and community needs.
- Have experience of ensuring services are compliant and delivered in line with relevant policies, procedures, and regulatory requirements





## MAIN RESPONSIBILITIES

- Lead and manage the Support Services Team, including Retirement Assistants and Handypersons, ensuring high standards of performance and service delivery.
- Conduct regular performance reviews, annual reviews, manage staff development, attendance management and support staff training needs.
- Ensure adherence to health and safety responsibilities for the team and promote a safe working environment including completion of risk assessments to identify potential risks and measures needed to mitigate against these risks
- Coordinate the recruitment, selection, and induction of new staff, students and volunteers where appropriate.
- Coordinate activities, events and group programmes which promote social connectedness, increased health and wellbeing and supports maximising independence for tenants and community groups.
- Provide assistance to tenants in relation to telecare requirements including ordering replacement pendants and supporting telecare system upgrades.
- Be a responsible key holder responding to occasional out of hours call outs.
- Manage TV licence concessionary scheme on behalf of sheltered housing tenants.
- Develop and deliver community-based support services and projects to meet tenant and community needs.
- Monitor, evaluate, and report on the effectiveness of support services, ensuring they meet required outcomes.
- Maintain strict budgetary management, adhering to our financial processes and procedures.
- Prepare and write reports for a range of audiences such as residents' groups, funders and management teams.
- Promote cross-departmental collaboration and maintain effective working relationships with tenants, community groups, and external partners.
- Support and deputise for the Community Services Manager in the delivery of Willowacre Trust's Business Plan and strategic goals.
- Provide cover when required such as at our retirement sites or our community venues
- Preparation, submission, co-ordination and reporting on funding applications
- Set, monitor, and ensure the team meets agreed KPIs, maintaining a high standard of service delivery and performance.
- Ensure own continuous professional development and knowledge is up to date in line with sector related development.
- Ensure safeguarding measures are in place and adhered to.
- Regularly review and evaluate team performance, taking appropriate actions to maintain continuous improvement.
- Ensure services are compliant and delivered in line with relevant policies, procedures, statutory and regulatory requirements.
- Ensure the comprehensive robust monitoring and evaluation of projects, initiatives, events and activities in line with GDPR, good practice and stakeholder requirement, including both qualitative and quantitative statistical data is collected.
- Promote and reflect the core values of Willowacre Trust and West of Scotland Housing Association in all aspects of the role.
- Provide guidance and support to staff to ensure the team embodies these values in their day-to-day work.
- Act as an ambassador for Willowacre Trust and West of Scotland Housing Association, promoting the charity's values and ensuring alignment with its Vision, Mission, and Core Values.
- Undertake other reasonable duties as requested by the Community Services Manager to support the effective delivery of services.

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 & KNOWLEDGE

Experience & Knowledge	Assessment Method	E	D
<b>Experience of managing Health and Safety compliance requirements and completing risk assessments</b>	AF / I	*	
<b>Experience of developing and managing a range of services and projects which promote social connectedness, increased health and wellbeing and / or supports maximising independence</b>	AF/ I	*	
<b>Experience of business planning, strategy development and target setting</b>	AF/ I	*	
<b>Experience of identifying, applying, delivering and reporting on funding applications</b>	AF/ I	*	
Experience of developing and implementing monitoring and evaluation frameworks to measure impact and outcomes	AF /I	*	
Experience of similar role or responsibilities within the voluntary or public sector	AF / I	*	
Knowledge and understanding of the role of telecare in supporting people	AF/ I		*
Experience of setting and managing a budget	AF/ I		*

### SKILLS & QUALITIES

Skills & Qualities	Assessment Method	E	D
<b>Proven management skills with the ability to recruit, lead, develop and motivate a team to achieve high standards</b>	AF/ I	*	
<b>Ability to collate and analyse information, maintain written records and write reports</b>	AF/ I	*	
Good IT skills including using Microsoft 365, MS Teams, Word, Excel and other software packages	AF/ I	*	
Excellent interpersonal and engagement skills to work with community members and partners to identify needs and develop appropriate services, groups, events or activities	AF/ I	*	
A methodical and flexible approach to organising and prioritising a varied workload	I	*	





## PERSON SPECIFICATION CRITERIA

### OTHER REQUIREMENTS

Other Requirements	Assessment Method	E	D
This post is subject to a satisfactory Disclosure Scotland Check - please confirm that you are willing to have a disclosure check completed.	AF	*	
Ability to work flexible hours when required (Evenings/Weekend) and be a responsible key holder responding to occasional out of hours call outs	AF/ I	*	
Have a full Driver's License, preferably access to your own vehicle	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	*	

## APPLICATION PROCESS

For further details and to apply online visit  
[www.westscot.co.uk/about-us/recruitment/](http://www.westscot.co.uk/about-us/recruitment/).

If you require an application in another format please email  
[vacancies@westscot.co.uk](mailto: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 12 noon on Thursday 12<sup>th</sup> June 2025**

**PROVISIONAL INTERVIEW DATES: Tue 24<sup>th</sup> & Wed 25<sup>th</sup> June 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.