

Community Hub
Coordinator – Fixed
term until March 2026

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.





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.





ABOUT THE ROLE

- ★ Job Title: Community Hub Coordinator – Fixed term until March 2026
- 🏠 Department: Community Services
- 📍 Location: Glasgow G31 4AB
- 💰 Salary Scale: WT Grade 7 £37,304 per annum
- ★ Hours: 35 per week on a rota basis including evenings and weekends

We are looking for a new Community Hub Coordinator who shares 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.

The post-holder will play a key role in ensuring the management, development and smooth operation of Barrowfield Community Hub, MUGA and play park. Working closely with colleagues and external partners the Community Hub Coordinator will ensure that the Community Hub is a vibrant, well managed facility, with a wide range of activities, groups and events for the benefit of local people, anchor tenants and those booking community spaces

You should:

- Have experience of managing a Community Hub and ensure the effective day to day operation for the benefit of the community, anchor tenants, external organisations and other users of the building
- Ensure effective maintenance of the building, grounds and play areas- including repairs and supervising contactors and others regarding work in the building
- Have good literacy and numeracy skills with the ability to collate and analyse information, maintain written records and write reports





MAIN RESPONSIBILITIES

- Manage the Community Workers in developing and delivering a wide range of projects and services to meet the needs of the communities served by the Community Hub in a co-productive asset-based approach.
- Manage the Community Hub and ensure the effective day to day operation for the benefit of the community, anchor tenants, external organisations and other users of the building.
- Work closely with internal colleagues and external partners to develop a wide range of services, activities, events and groups to meet the needs of our local community members.
- Ensure the sustainability of the Community Hub by maximising income through Hub bookings.
- Consult and work closely with community members in identifying needs and solutions
- Build and maintain effective relationships with stakeholders and customers.
- Manage the community hub assistants and cleaning staff to ensure the Hub is well maintained and cleaned to a high standard.
- Manage staff rotas to ensure appropriate levels of cover, providing cover for day-to-day operations during annual leave and busy periods.
- Provide support, training, supervision and annual appraisals to the Hub team
- Facilitate Team meetings ensuring the active participation of all team members.
- Manage volunteers at the Hub, including recruiting, training, developing, and supporting them.
- Ensure that robust bookings and invoicing systems are maintained.
- Ensure effective maintenance of the building, grounds and play areas- including repairs and supervising contactors and others regarding work in the building.
- Manage storage spaces and equipment use within the building.
- Support the routine inspection/maintenance of plant, fire safety equipment, mechanical and electrical equipment (including PAT testing) within the building. Ensure that schedules are adhered to.
- Ensure implementation of all statutory health and safety requirements, with all Health, Safety and Security checks regularly monitored and recorded for compliance.
- Undertake risk assessments to identify potential risks and measures needed to mitigate against these risks.
- Take on the overall responsibility for the security of the building and for implementing standard operating procedures.
- Implement procedures for monitoring and responding to emergency and security alarm call outs.
- Be a responsible key holder including opening and closing the Community Hub during early mornings and late evenings and occasional call outs out of hours.
- Ensure that positive relationships with the anchor tenants are developed and maintained.
- Review and implement appropriate monitoring systems to record footfall, activities and feedback and provide written reports to the Community Services Manager
- Contribute to and complete funding applications to maximise revenue for the Hub.
- Demonstrate a flexible approach to all cross team working.
- Be flexible and adaptable to the needs of our customers.
- Participate in regular support and supervision sessions which includes participating in team and organisational meetings and training.

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

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.

CRITERIA

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

Criteria	Assessment Method	E	D
Skills & Qualities			
Ability to collate and analyse information, maintain written records and write reports	AF/ I	*	
Ability to build good rapport/relationships with clients and customers	AF/ I	*	
Proficiency in using Microsoft 365, MS Teams, Word and Excel	AF/ I	*	
A methodical and flexible approach to organising and prioritising a varied workload with competing demands	AF/ I	*	
Demonstrable customer services skills	I	*	

Experience & Knowledge	Assessment Method	E	D
Experience of developing and managing a range of services and projects within a community setting	AF/ I	*	
Experience of recruitment, training, development and managing a staff team and volunteers	AF/ I	*	
Experience of managing a community building including the Health and Safety, compliance requirements and risk assessments	AF/ I	*	
Experience of working with community members and partners to identify needs and develop appropriate services, groups, events or activities	AF/ I	*	
Experience of working within the voluntary sector and working with a range of partners	AF/ I		*
Experience of developing and implementing monitoring and evaluation frameworks to measure impact and outcomes	AF/ I		*
Experience of identifying, applying, delivering and reporting on funding applications	AF/ I	*	
Experience of setting and managing a budget	AF/ I		*
Community development qualification or equivalent experience in a similar role	AF		*



PERSON SPECIFICATION CRITERIA

Other Requirements	Assessment Method	E	D
Have a full Drivers Licence	AF	*	
This post is subject to a satisfactory Disclosure Scotland Check	AF	*	
Able to work evenings and weekends on occasions	AF / 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 12 noon on Monday 28th April 2025

PROVISIONAL INTERVIEW DATES:

1st interviews – Tuesday 6 May 2025 @ Barrowfield Community Hub



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 demonstrated 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.