Retirement Assistant

Part Time – fixed term until 31st March 2028 with possible extension

Willowacre Trust

Recruitment Pack

Willowacre Trust

Charitable subsidiary of West of Scotland Housing Association

disability confident COMMITTED

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

OUR VALUES

RESPECT
we treat everyone with empathy and kindness

INCLUSIVE
we aim to meet individual needs and recognise diversity

INTEGRITY
we act with integrity and honesty at all times

IMPROVEMENT
we aim to continuously improve what we do to benefit our customers, staff and stakeholders

SUPPORT
we will be supportive in our approach with customers,staff and stakeholders

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.

CARER POSITIVE Employer in Scotland ENGAGED

INVESTORS IN PEOPLE | Gold

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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: Retirement Assistant – 20 hours per week Mon – Fri, fixed term until March 2028
- Department: Housing & Community Services
- Location: Bulldale Place, Yoker G14
- Salary Scale: WT Grade 3 £26,874 gross per annum pro rata

We are looking for a Retirement Assistant for our Bulldale Place Sheltered Housing Accommodation until March 2028 with a possible extension. The post holder will provide enhanced housing management services to older tenants living in retirement/sheltered housing accommodation.

Driven by compassion and kindness, you will build positive relationships with older tenants. You will encourage tenants to participate in groups, events and decisions which affect their lives.

The core hours for the provision of this service are generally between 9 am until 1pm Monday to Friday, although some flexibility on start and finish times would be considered.

You should:

• Have excellent communication and engagement skills including face to face and telephone liaison'

• Have experience of delivering older people's services or similar

• Have experience of providing advice and assistance to report repairs or major works improvements to a tenants' home

• Have knowledge of the key principles of supporting Older People

MAIN RESPONSIBILITIES

- Provide advice and assistance to encourage tenants to maintain the condition of their tenancy.
- Organise and encourage tenants to take an active role in social support activities, events and groups.
- Encourage tenants' participation in issues that affect them and the community they live in.
- Keep up to date with local community-based health and social care services provided within the local area for the benefit of older people
- Support the application of external funding opportunities to enhance tenant lives
- Assist tenants to resolve or prevent housing debt by signposting to appropriate support including Money or Energy Advice Services and other internal and external support services.
- Signposting tenants to appropriate support where required, including Health and Social Care referrals.
- Assist tenants to maximise their income by making appropriate referrals to our welfare rights team for specialised benefits advice
- Welcome new tenants by providing a new tenant visit to all new retirement/sheltered housing tenants, assisting them to settle and get the most out of the retirement site
- Provide information about retirement/sheltered housing to prospective tenants.
- Provide tenants with advice and assistance to report repairs or issues to ensure their homes are well maintained
- Support tenants when major works or improvements are due to be made to their homes, such as getting a new kitchen, bathroom or windows.
- Liaise with tenants concerning access for WSHA/Willowacre Trust and our contractors.
- Offer advice and assistance to enhance the personal safety of tenants within their home, including liaising with Fire Safety Officers.
- Ensure tenant emergency contact details and change in a tenants' circumstances are reported to the Housing teams, community team and alarm receiving centres
- Assist and respond to housing queries
- Undertake daily, weekly and monthly Health and Safety checks within the building and garden areas, recording findings in writing and report any issues that arise
- Provide refuse & waste management support
- Work closely with housing management colleagues regarding neighbourhood relations.
- Maintain written records of interventions for monitoring, evaluation and statistical purposes

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

Skills & Qualities	**Assessment Method**	**E**	**D**
Good Literacy and numeracy skills with the ability to maintain records on excel	**A**	*	
Excellent communication and engagement skills including face to face and telephone liaison'	I	*	
Competent IT and office 365 skills, includes the use of outlook	A/I		*
Self-motivated and able to work on own initiative	A/I	*	

Experience & Knowledge	**Assessment Method**	**E**	**D**
Experience of delivering older people's services or similar	**A/I**	*	
Knowledge of the key principles of supporting Older People	**A/I**	*	
Experience of working in partnership with internal and external agencies to meet the needs of older people	A/I		*
Experience of providing advice and assistance to tenants for example, encouraging them to maintain the condition of their tenancy or report repairs.	A/I		*
Experience of undertaking daily, weekly, and monthly Health and Safety checks	A/I		*

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PERSON SPECIFICATION CRITERIA

Qualifications	Assessment Method	E	D
Educated to SVQ level 2 or have equivalent relevant experience	A		*

Other Requirements	Assessment Method	E	D
This post is subject to a satisfactory Disclosure Scotland Check or PVG Scheme	A	*	
Have a full Drivers Licence and have access to a Vehicle	A		*

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/.

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 demonstrated 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 9th November 2026 @ 9am

PROVISIONAL INTERVIEW DATE: Monday 16th November 2026

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.

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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 experi-ence 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 pro-cess.
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.

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