

Handy Person
Assistant
Willowacre Trust



Recruitment Pack





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 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

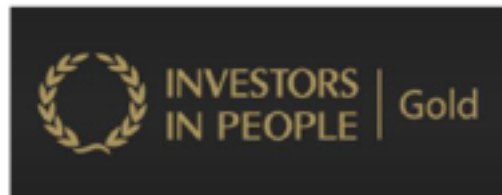
Access to staff shopping discounts as well as salary sacrifice staff tech and EV scheme

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.





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: Handy Person Assistant
- 🏠 Department: Community Services
- 📍 Location: Barrowfield Community Hub
- 💰 Salary Scale: WT Grade 3 £28,244.18

The purpose of the Handy Person's Assistant post is to assist with the delivery of the Handy Person Service and wider Community Support Services to West of Scotland Housing Association tenants including older people and vulnerable families.

The Handy Person's Assistant will undertake duties on a day-to-day basis under the supervision of the Handy Person and the Community Services Officer to complete tasks associated with the delivery of the service including a wide range of work within tenant households as well as organisational and community venues/assets/locations

About You

- Experience delivering high-quality customer service
- Enthusiastic & self-motivated to complete jobs to a high standard
- Excellent interpersonal skills and ability to liaise with customers with an inclusive approach
- Experience using Microsoft Teams, SharePoint, Forms, Outlook and Excel
- Ability to manage multiple tasks in a fast-paced environment
- Experience working as part of a team
- Practical experience and knowledge of general maintenance, repair and home improvement tasks





MAIN RESPONSIBILITIES

- Assisting with painting and decorating
- Assisting with assembling flat pack furniture or dismantling of furniture or equipment
- Assisting with minor Garden Tidy
- Assisting with hanging pictures and mirrors
- Assisting with fitting bathroom accessories including bathroom cabinets
- Replacing curtain rails, poles, blinds and hanging curtains
- Assisting with joinery work, including fitting shelves and interior doors
- Assisting with replacing toilet seats, sealant around bath/sink
- Assisting with fitting stair rails and grab rails
- Fitting key safes
- Minor gate and fence repairs or replace
- Delivery of Starter Packs to new tenants
- Delivery of food parcels to tenants in need
- Assist with the collection and delivery of white goods, furniture and household items
- Providing Janitorial cover at our 2 community hubs (Barrowfield & Charing Cross)
- Promote the Supporting Communities Strategy to internal and external colleagues
- Demonstrate a flexible approach to all cross team working
- Participate in regular support and supervision sessions
- Participate in team and organisational meetings and training
- Understand and comply with Health & Safety regulations to safeguard themselves and others at work
- Undertake maintenance of our outdoor space, including litter picking, grass and hedge cutting
- Clean and maintain Handy Person tools and equipment
- Driving and maintain Handy Person Van (license permitting)

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 as deemed appropriate by the Handy Person and Support Services Officer.

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
Practical experience and knowledge of general maintenance, repair and home improvement tasks	AF/I	*	
Experience of basic gardening tasks such as grass and hedge cutting	AF/I	*	
Experience of understanding and implementing health and safety processes	AF/I		*
Experience of manual lifting and using a ladder	AF / I		*

SKILLS & QUALITIES

Criteria	Assessment Method	E	D
Skills & Qualities			
Enthusiastic & self-motivated to complete jobs to a high standard	I	*	
Professional appearance and manner with an approachable and friendly outlook	I	*	
Good Literacy and numeracy skills with the ability to maintain written records	AF/I	*	
Excellent interpersonal skills and ability to liaise with customers with an inclusive approach	I	*	
Ability to maintain confidentiality	AF/I	*	
Ability to work well in a busy environment	I	*	
Competent IT skills - word processing, email and other software packages	AF/I		*
Flexible and methodical approach to a varied workload	I		*



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		*
Qualifications			
General secondary education or equivalent	AF		*

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

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 Thursday 30th April @ 9am

INTERVIEW DATE: Wednesday 6th May 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.





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.