

Community Worker – 35  
hours per week, fixed  
term until 31<sup>st</sup> 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.



# 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: Community Worker – 35 hours per week
- 🏠 Department: Community Services
- 📍 Location: Barrowfield Community HUB, Yate Street, Glasgow, G31
- 💖 Salary Scale: WT Grade 3 £26,874 per annum pending salary review

We are looking for a new part time Community Worker 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 Development Officer.

Willowacre Trust provides a wide variety of groups, activities, events and projects in partnership with local community members and organisations to address inequalities and support inclusion. You will take an active part in actively engaging with individuals and groups to identify needs, deliver groups and activities, provide support, facilitate access to services, and empower them to address social issues. These will often focus on areas like poverty, health, housing, or mental wellbeing. Through building relationships, the post holder will act as a vital link between the charity's services and the local community. Although your office base will be Barrowfield in the East End of Glasgow, you will provide services across all of our communities within Glasgow, South, North and East Ayrshire and North and South Lanarkshire

The Barrowfield Community Hub is normally open 7 days per week, with late night opening 3 days a week on weeknights to 8pm subject to bookings.

### What You'll Do

- Support the charities existing activities and groups to continue, develop and grow, taking an asset-based partnership approach
- Ensure that the Hub provides a welcoming, safe, caring, and healthy working environment for anchor tenants, staff, volunteers, and the wider community
- Support the development and take up of existing and new volunteering opportunities at the Barrowfield Community Hub and recruit, train, and support volunteers
- Actively signpost, refer and support community members to take up partner organisations offer of activities and services





## MAIN RESPONSIBILITIES

- Deliver and develop groups and activities in response to locally identified needs and interests within our Community Hubs and other venues.
- Support the charities existing activities and groups to continue, develop and grow, taking an asset-based partnership approach.
- Identify and address gaps in provision, groups, activities, services and work in partnership to support the aspirations of local people.
- Play a key role in building relationships with the local community and support confidence building, maximise community capacity, support resilience and strengthen the community voice.
- Identify and develop approaches to overcome the barriers to participation particularly for disadvantaged or marginalised groups.
- Support the development and take up of existing and new volunteering opportunities at the community bases and recruit, train, and support volunteers.
- Support communities to take part in groups, activities, and events where they can have their voice heard and influence decision making processes.
- Ensure that our community bases are prepared and operational including cleaning, setting up and clearing up after groups activities and events.
- Key holder duties including opening and closing our community buildings.
- Actively signpost, refer and support community members to take up Willowacre and WSHA's range of services and partner organisations offer of activities and services.
- Undertake consultations and research in dialogue and through co production within the community.
- Assist in establishing links with other groups and agencies from other communities.
- Assist in raising awareness about issues relevant to the community.
- Assist with the delivery of community mapping exercises in relation to service planning or new service developments and evaluations.
- Coordinate, plan and deliver community events.
- Ensure the monitoring, recording, and evaluation of all activities.
- Undertake reception duties when required - including taking and recording bookings, dealing with enquiries, and maintaining appropriate records.
- Ensure that our bases provide a welcoming, safe, caring, and healthy working environment for anchor tenants, staff, volunteers, and the wider community.
- 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 data is accurately recorded and processed in line with Willowacre Trusts and West of Scotland Housing Association's policy and procedures, meeting GDPR requirements.
- Compliance at all times with the Health and Safety Policy and procedures and draw to their manager's attention any unsafe working practice/conditions.
- Ensure the values of Willowacre Trust / West of Scotland Housing Association 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 West of Scotland Housing Association

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

	Assessment Method	E	D
<b>Experience of working or volunteering directly with communities</b>	<b>I/AF</b>	*	
Experience of building community capacity	I/AF		*
<b>Experience of developing and delivering community activities and events</b>	<b>I/AF</b>	*	
Experience of applying for grant funding	I/AF		*
<b>Experience of running groups and delivering groupwork sessions</b>	<b>I/AF</b>	*	
Experience of effective partnership working	I/AF	*	
Experience of promoting equality and diversity, removing barriers to inclusion	I/AF	*	
Experience of similar role or responsibilities	I	*	

### SKILLS & QUALITIES

	Assessment Method	E	D
Excellent interpersonal and engagement skills, with the ability to communicate effectively at all levels	I	*	
Good Literacy and Numeracy skills with the ability to maintain written and statistical records	I/AF	*	
Good IT skills including word processing, excel, email and other software packages	I/AF	*	
A methodical and flexible approach to organising and prioritising a varied workload	I	*	
<b>Ability to motivate and encourage community participation within hard-to-reach groups</b>	<b>I/AF</b>	*	
Ability to work in a fast-paced environment with competing priorities	I	*	
Professional appearance with an approachable and friendly manner	I	*	
A commitment to the principles of co-production and community capacity building	I/AF	*	



## PERSON SPECIFICATION CRITERIA

### OTHER REQUIREMENTS

Other Requirements	Assessment Method		
Hold a driving license and have use of a car, insured for business use	AF	*	
Willingness to have a Disclosure Scotland check completed	AF	*	
Ability to meet the practical requirements of the job including a reasonable level of unsociable hours	AF	*	

### OUR 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 8am on Monday 23<sup>rd</sup> March 2026**

**PROVISIONAL INTERVIEW DATE: Monday 31<sup>st</sup> March 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.