

Estate Operative
18 months fixed term
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.





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.

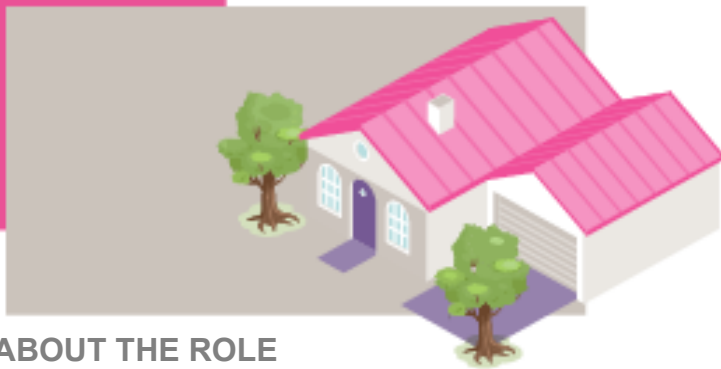
The employee can contribute a minimum of 3% to the scheme.

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: Estate Operative(s)
- 🏠 Department: Housing Services
- 📍 Location: Glasgow
- 💖 Salary Scale: WT Grade 3 £28,244.15 per annum

Reporting to the Estates Officer, you will join a new 18-month pilot Estates Team delivering estate services, initially across Glasgow. As part of a team of operatives, you will carry out practical environmental tasks including bulk uplifts, graffiti removal, litter picking and small-scale grounds maintenance such as grass cutting. This is the first time WSHA has brought these services in-house and the pilot period will be reviewed on completion. You will play a key role in maintaining clean, safe and attractive neighbourhoods while helping shape the future delivery of estate services. As a pilot service, the Estates Team will evolve over time and the duties and priorities of the role may change within the scope and level of the post.

PPE, uniforms and all necessary equipment will be provided. You will also receive full training, including health and safety, systems and task-specific training, to support you in delivering a high-quality service

You will play a key role in:

- Carrying out bulk uplift and clearance of waste from communal areas and estates
- Undertaking litter picking and general environmental clean ups, including dog fouling.
- Removal of graffiti using approved methods and materials
- Carrying out small scale grounds maintenance tasks (e.g. grass cutting, hedge trimming, basic tidy ups)
- Loading, transport and disposal of waste directly at licensed facilities in line with duty of care requirements





MAIN RESPONSIBILITIES

Operational Duties

- Carry out bulk uplift and clearance of waste from communal areas and estates
- Undertake litter picking and general environmental clean ups
- Remove graffiti using approved methods and materials
- Carry out small scale grounds maintenance tasks (e.g. grass cutting/garden works, hedge trimming, basic tidy ups)
- Load, transport and dispose of waste directly at licensed facilities in line with duty of care requirements
- Clear dog fouling as required
- Drive WSHA Group vehicles as required, including completion of daily vehicle checks, safe loading, adherence to road safety rules, and compliance with all organisational driving policies.
- Deliver a flexible estate services function which may include additional environmental, cleansing or estate-based activities as the service develops, provided these are of a similar nature and level to the post.

Health & Safety

- Follow all Safe Systems of Work, risk assessments and COSHH requirements
- Use PPE at all times as required
- Identify and report hazards, near misses and incidents promptly
- Take care of own safety and that of colleagues, residents and the public.
- Undertake dynamic risk assessments while working on estates and take appropriate action to protect residents, colleagues and the public.
- Ensure work areas are left safe and secure at all times, particularly in communal and public spaces.
- Safely operate tools, plant, equipment and vehicles in accordance with training and instructions.

Customer & Service Standards

- Act as a visible and professional presence on estates
- Engage respectfully with tenants and members of the public
- Follow agreed service standards, priorities and response times
- Represent WSHA Group positively at all times

Recording

- Use a range of digital systems and mobile technologies to manage, schedule, record and evidence work, including any new systems introduced to support service delivery.
- Report any recurring issues, hotspots or concerns to the Association.

Teamworking

- Work flexibly as part of a small team
- Support colleagues during peak periods
- Attend team briefings, training and toolbox talks
- Carry out other reasonable duties aligned with the role

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 and KNOWLEDGE

Experience & Knowledge	Assessment Method	E	D
Experience of practical outdoor work, such as environmental services, grounds maintenance, labouring, or similar physically active roles.	AF/I	*	
Demonstrated awareness of health and safety responsibilities	AF/I	*	
Experience in estate services, cleaning, waste management, or other roles involving routine maintenance and upkeep of outdoor or shared spaces.	AF/I		*

SKILLS & QUALITIES

Criteria	Assessment Method	E	D
Skills & Qualities			
Ability to carry out physically demanding tasks safely, including lifting and manual handling, in line with health and safety requirements.	AF/I	*	
IT skills, including the ability to use a smartphone or tablet to complete work tasks.	AF/I	*	
Good communication skills and the ability to interact with customers in a positive, respectful and professional manner.	AF/I	*	
Ability to work independently and as part of a team	AF/I	*	
Demonstrates flexibility and adaptability to changing service priorities, ways of working and the introduction of new duties, equipment or technology.	AF/I	*	



PERSON SPECIFICATION CRITERIA

OTHER REQUIREMENTS

Other Requirements	Assessment Method	E	D
Full UK driving licence	AF	*	
Comfortable working outdoors throughout the year and in varying weather conditions	AF/I	*	

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/.

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 Monday 4th May @5pm

PROVISIONAL INTERVIEW DATES: W/C 18th 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.