

May 2021

Dear Applicant,

### **Post of Community & Support Services Manager**

Thank you for your interest in employment with West of Scotland Housing Association. I am pleased to enclose an application pack for the above vacancy which contains the following documents:

- Guidance Notes on completing the Application Form
- Equal Opportunities
- Job Description and Person Specification
- Summary of Terms & Conditions of Employment
- Background Information
- Recruitment Charter
- How we use your Personal Information

Please also download an application form and equal opportunities form. Please contact [vacancies@westscot.co.uk](mailto:vacancies@westscot.co.uk) immediately if any of the above materials are missing.

Please complete the Application Form and Equal Opportunities Form as soon as possible and return it to [vacancies@westscot.co.uk](mailto:vacancies@westscot.co.uk) where possible, please email your application as a word document, preferably with an electronic signature or confirmation of the application being true and complete stated in the email. Please note that the office is presently closed, however if you need to you can return this to our office, our address is on the application form, by no later than 12 noon on Monday 7<sup>th</sup> June 2021

Late applications will not be considered. Applications submitted by email will receive an acknowledgement by return. If you are posting the form to the office, please can you email and make us aware to keep an eye on it being returned.

**You should complete all sections of the application form and will need demonstrated how you meet the essential job requirements to be considered. You should also note that curriculum vitae and supplementary material will not be considered.**

Applicants with a disability are welcome to contact us regarding any adjustments, you require to the process.

Please note provisional interview date is – First stage interview 17<sup>th</sup> June 2021 with second stage interviews with presentation being 23<sup>rd</sup> June 2021.

I hope that the information supplied is of help to you. If you have any queries, please do not hesitate to contact me on 07957 323 758.

Yours sincerely

Caroline Stobo  
HR & Corporate Services Assistant

## **Equal Opportunities Form**

The West of Scotland Housing Association values 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.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Comments, Complaints and Compliments procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint.

## Guidance Notes for Applicants on Filling in the Application Form

*Please read these notes carefully – they are to help you make the best of your application.*

1. The form should be completed in black ink for photocopying purposes.
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, management committee member, consultants or contractors or suppliers to the Association. 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, WSHA is 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. WSHA is keen to be an inclusive organisation, so 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. Where possible, please email your application as a word document, preferably with an electronic signature or confirmation of the application being true and complete stated in the email.

## **JOB DESCRIPTION**

<b>Job Title:</b>	Community & Support Services Manager
<b>Department:</b>	Housing & Community Services
<b>Grade:</b>	EVH 9 SM4 – SM6 £48,215 - £50,998 per annum
<b>Responsible to:</b>	Director of Housing & Community Services
<b>Job Purpose:</b>	Lead the development, delivery and implementation of West of Scotland's Sustainable Communities Strategy, Older Persons Services, Support Services and other grant funded activities. This will be achieved via WSHA and Willowacre Trust.

The post holder will be responsible for a combination of the objectives described below dependent upon the requirements of the business.

### **Main Responsibilities**

- Managing and providing leadership of the Willowacre Trust staff teams, strategy, performance, business planning and service delivery in the following service delivery areas:
  - Community services, including the successful operation of our community hub/centre and community worker projects.
  - Community Support , including money, energy and digital advisory and support services.
  - Older people services including management of our sheltered homes and handyperson services.
  - Other community support and services as required.
- Report and work with WSHA's Corporate Management Team (CMT) and Board, and Willowacre Trust's Board to produce written strategies which articulate all elements of the Sustainable Communities vision and to deliver/report on the actions arising from these strategies.
- Take the lead in drafting the Business Plan for Willowacre Trust and contribute to the Community Development & Support section within WSHA's Corporate Business Plan and to deliver/report on the actions arising from these strategies.
- Review approaches and strategies to ensure they are fit for purpose within the broader West of Scotland and Willowacre Trust business plans.
- Support the CMT in management of change to the organisation's culture, products and services.
- Develop and implement new projects and services which deliver " Sustainable Communities" and address our tenant's needs.
- Work with WSHA and Willowacre Trust teams to ensure their work reflects the core themes of the Sustainable Communities' strategy.
- Work with Finance to prepare, monitor and control the budgets for Community Support Services (Community Services) both within WSHA and Willowacre Trust.
- Facilitate and ensure good communication, liaison, co-operation and support in respect of internal and external customers including building relationships and influencing key stakeholders to support Sustainable Communities.

- Undertake comprehensive tenant and other key stakeholder consultations/engagement to ensure that the services we develop meet our community's needs.
- Identify opportunities for strategic alliances, joint ventures and other forms of partnership working which align with our social strategy, to meet the changing needs of our tenants.
- Identify examples of innovation and good practice that fit with our strategic social objectives.
- Develop specific contacts with key businesses and potential inward investors to ensure that the organisation is at the forefront of any future physical and social regeneration developments within our areas of operation.
- Identify potential market niches / gaps in service delivery and develop feasibility studies to develop and implement solutions.
- Identify and secure new funding sources for services and projects, meet with relevant organisations to develop these channels and take the lead role in relation to funding application processes, associated business planning, risk management and options analysis, reporting on outcomes to relevant parties, all to inform strategic direction.
- Act as an ambassador for West of Scotland Housing and Willowacre Trust at appropriate external meetings, functions and / or conferences.
- Ensure existing services, projects and community benefits are promoted and received by our tenants ensuring equal access across our communities and delivered in line with funding requirements.
- Design methods and systems for measuring performance of the delivery of support services, delivering against key funding requirements and reporting on KPIs related to these support services.
- Develop an appropriate evaluation methodology which can be applied to the Supporting Communities' strategy to ensure value for money and a social return in investment made by the Association.
- Ensure that WSHA and Willowacre Trust health and safety obligations are met with regards to staff, tenant and property, including fire safety and any other potential health and safety risks.
- Participate as a member of the Leadership Team, contribute to the direction of key services and maintain strong and effective interdepartmental working to promote a culture of engagement and collaboration.
- Ensure own continuous development and knowledge is up to date in line with sector related developments and that of the WSHA and Willowacre Trust teams.
- Ensure the Community & Support Services Team including Willowacre Trust staff are developed, and have the competencies and empowerment to meet standards for service and performance and provide an effective and efficient service.
- Set, achieve and be accountable for team performance targets.
- Ensure requests for information, reports and statistics are responded to within agreed timescales and that data is accurately recorded and processed in line with Association policy and procedures/GDPR.

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

**Job Title:** Community & Support Services Manager

**Reporting to:** Director of Housing & Community Services

Criteria	Assessment Method	E	D
<b>Skills &amp; Qualities</b>			
Excellent leadership skills and an ability to develop, motivate and inspire staff and teams.	AF/ I	*	
Innovative approach to problem solving.	AF/I	*	
Strong negotiating and influencing skills.	AF/I	*	
Excellent people skills – able to relate to a wide range of people at all levels.	AF/I	*	
Ability to plan and prioritise effectively, in order to achieve demanding personal and team targets and deadlines.	AF/I	*	
Strong verbal reasoning and written communication skills.	AF/I	*	
Ability to foster staff and community empowerment.	AF/I	*	
Excellent presentation skills.	AF/ P	*	

<b>Experience &amp; Knowledge</b>			
Substantial experience at management level within an organisation of relevant size and complexity.	AF/I	*	
Experience in formulating and implementing strategy plans and delivering results.	AF/I	*	
Proven experience of managing, leading and motivating staff.	AF//	*	
Experience of writing and presenting reports and strategies to a Board of Management or other governing body.	AF/I	*	
Significant experience of making funding applications and ensuring funding outcomes are met.	AF/I	*	
Significant experience of relationship management and negotiation with diverse external bodies.	AF//	*	
Strong track record in community and customer engagement.	AF/I	*	
Involvement in the financial management of an organisation with substantial budgetary responsibility and experience of delivering value for money.	AF/I	*	
Knowledge and experience of implementing Equality Impact Statements	AF/I	*	
Experience in the 'not for profit' or public sector environment.	AF/I		*
Experience of working with statutory agencies including local/central government.	AF/I		*
Experience of managing older persons services including sheltered housing	AF/I		*
Experience of managing community facilities including a community hub/centre	AF/I		*

<b>Qualifications</b>			
Management and/or degree level qualification or equivalent experience	AF	*	

Other Requirements			
Availability to attend evening and weekend meetings or out of hours work	AF	*	
Resilience and stamina required to fulfil a demanding and high-profile position.	AF/I	*	
Driving Licence	A/F	*	

## Notes for Applicants

### Essential Criteria

Applicants are required to be able to meet all essential criteria to be considered for shortlisting. To differentiate between applicants who meet all the essential criteria, a higher weighting will be given to applicants who demonstrate the key essential skills and experience which are highlighted in bold.

### 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

## **Summary of Principal Terms and Conditions of Employment**

West of Scotland Housing Association is a member of Employers in Voluntary Housing (EVH) and the terms and conditions for this job largely follow EVH terms. A summary of the principal areas are as follows:

<b>Post:</b>	Community & Support Service Manager
<b>Salary Scale:</b>	EVH 9 SM4 – SM6 £48,215 - £50,998 per annum
<b>Contract:</b>	Permanent
<b>Hours of Work:</b>	35 per week
<b>Place of Work:</b>	Camlachie House, 40 Barrowfield Drive, Glasgow, G40 3QH
<b>Annual Leave:</b>	25 days (part time staff pro rata)
<b>Public and General Holidays:</b>	15 days (part time staff pro rata)
<b>Pension:</b>	The Association is a member of The Pensions Trust contributory pension scheme. The Defined Benefits scheme is currently under review.

This summary is for general guidance only and will not form part of the contract of employment.

Appointment salary is normally at the bottom point of the grade, although previous experience and skills will be taken into consideration.

Any offer of employment will be subject to satisfactory references, eligibility to work in the U.K., proof of qualifications and where appropriate a satisfactory disclosure report.



## **Background Information**

### **Overview**

West of Scotland Housing Association (WSHA) strives to be more than just a landlord. With over 50 years of history, what sets us apart is the way in which we go further to improve the lives of our tenants, innovatively responding to their needs as their lives change.

We provide around 3,500 homes across the West of Scotland and go further to provide housing you can call home. We have a wide range of homes to suit tenants at every stage of their life including tenement flats, family homes, amenity properties and sheltered housing.

### **Our Vision**

We go further to provide housing you call home.

### **Our Values**

To support our customers and communities by:

- Being adaptable and flexible in meeting their needs
- Empowering and providing opportunities to help them grow
- Creating a sense of belonging
- Engaging and connecting with others who can help

WSHA strives to achieve value for money in all of our activities and our overall aim is to have innovative and exciting communities where people want to live and thrive.

### **Willowacre Trust**

Willowacre Trust is the charitable subsidiary of WSHA and has been working to tackle social disadvantage for over 50 years. Willowacre Trust is 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 our tenants' lives.

Services delivered within communities include:

- Community centres, multi-use games areas and urban green spaces.
- The Imagination Library
- Community events
- Starter packs, food parcels and fuel top ups
- Older people's services within sheltered housing.
- Money and Energy Advice provided from dedicated officers supports issues relating to personal debts, budgeting, and fuel debt, switching tariffs and heating systems.
- A Handyperson Service is also offered to older tenants or families who are vulnerable.

## Recruitment Charter

West of Scotland Housing Association is 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.

- You will be treated in a polite, helpful and friendly manner at all times.
- When you request a recruitment pack, it will be sent out by the end of the next working day.
- Please send a stamped addressed envelope with your application if you would like an acknowledgement that we have received it. Emailed applications will be acknowledged by return.
- The information you provide will be treated in confidence and with discretion.
- We welcome applications from people who self-identify themselves as disabled and guarantee an interview to those who meet the essential job criteria. If you have indicated that you require particular arrangements, you will be asked in your interview letter to contact us to discuss your requirements.
- We will normally advise you within four weeks of the closing date if you are not selected for interview.
- We will normally advise you within three weeks of the closing date if you are invited to interview.
- We will normally give you at least one week's notice of the interview and we ask that you promptly confirm your attendance or otherwise. If you are unable to attend on the day or at the time requested, we will try, where possible, to make alternative arrangements.
- The selection process will be conducted in a professional manner and we will provide you with sufficient information to enable you to make an informed choice regarding the position for which you have applied.
- If you are successful, we will advise you as soon as possible. Written confirmation will normally be made within three weeks of the conclusion of the interviews.
- If you have been unsuccessful at interview, we will normally advise you in writing within two weeks.
- On request, we can give you constructive feedback on your interview.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information in the first instance.

If you are still dissatisfied, external applicants can make a formal complaint using our Comments, Complaints and Compliments procedure – copies available on request. Internal applicants should follow the Association's grievance procedure if you wish to make a complaint.

## **WEST OF SCOTLAND HOUSING ASSOCIATION LIMITED**

### **HOW WE USE YOUR PERSONAL INFORMATION**

We, West of Scotland HA, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO), Jennifer Cairns, who ensures that we comply with data protection law. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO by: e-mail at [jennifer.cairns@westscot.co.uk](mailto:jennifer.cairns@westscot.co.uk); telephone on 0141 550 5625; or writing to: The Data Protection Officer, West of Scotland Housing Association Limited, Camlachie House, Barrowfield Drive, Camlachie, Glasgow, G40 3QH.

You can also contact us by: e-mail at [info@westscot.co.uk](mailto:info@westscot.co.uk); telephone on 0141 550 5600; or writing to: West of Scotland Housing Association Limited, Camlachie House, Barrowfield Drive, Camlachie, Glasgow, G40 3QH.

**Your attention is particularly drawn to section 3 of this statement, which confirms that you consent to your personal information and sensitive personal information being held and used by us as described in section 2 of this statement.**

#### **1. What personal information do we hold and use about you?**

While we anonymise applications for employment prior to assessment, we may need to hold and use the personal information that you provide to us as part of your application and / or other personal information that we may obtain about you from you (for example, during an interview) and from third parties (including referees and recruitment agencies, if applicable). This includes your:

- name;
- contact information;
- date of birth;
- gender;
- identification documentation, such as your passport and / or driving licence;
- employment history and experience, including job titles, duties, salaries, skills gained and reasons for leaving;
- education, qualifications, training courses completed, and professional memberships held (including copies of certificates);
- responses to questions in the application form which allow us to compare your experience, skills and knowledge with our requirements;
- relationship (if any) to our staff, Board members, suppliers, consultants or contractors;
- hobbies and interests;
- referees' names, contact details and job titles;
- results of psychometric testing (if applicable);
- nationality and immigration status and right to work in the UK (including relevant supporting documentation);

- sensitive personal information about your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions (where you choose to share this with us as part of your application); and
- criminal records information, including Disclosure Scotland and / or Protecting Vulnerable Groups scheme checks (if relevant to the position that you are applying for).

The law requires you to provide certain of the above personal information to allow us to verify your right to work in the UK and to assess your suitability for the position applied for. If you do not provide us with this personal information, we may not be able to process your application successfully and / or take it further.

## **2. Why do we hold and use this personal information about you?**

We hold and use this personal information to:

- carry out the recruitment process and assess your application for employment;
- verify the qualifications information provided by you;
- verify the criminal records information provided by you;
- carry out right to work and other statutory background checks;
- shortlist for and arrange an interview with you (if applicable);
- comply with legal requirements when arranging an interview with you (if applicable);
- comply with our equal opportunity monitoring obligations;
- communicate with and inform you of the outcome of the recruitment process;
- obtain references about you from your referees (if applicable); and
- protect and defend our legal rights in the case of a dispute between us.

## **3. What is our legal basis for holding and using your personal information?**

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reasons for holding and using your personal information include:

- complying with the laws that apply to us, such as to check your eligibility to work in the UK and to make appropriate adjustments to comply with disability discrimination and accessibility laws when arranging an interview with you (if applicable);
- taking steps to enter into an employment contract with you, if your application is successful; and
- protecting our legitimate interests – in the highly unlikely event that we do not have another legal reason, we may have a legitimate interest in handling and using your personal information. In those circumstances, we will always consider your legitimate interests in the protection of your personal information and will balance those against our own legitimate interests in handling and using your personal information for the purposes described in section 2 of this statement.

In very limited circumstances, we may rely on your consent as the legal reason. By providing us with your personal information and sensitive personal information (including your racial or ethnic origin, sexual orientation, your physical and / or mental health, religious or other similar beliefs and / or political opinions) and the personal information and sensitive personal information of other individuals (including your referees), you:

- consent to it being used by us as described in section 2 of this statement; and
- confirm that you have informed the other individuals if they are of 12 years old and above of the content of this statement and they have provided their consent to their personal information and sensitive personal information being used by us as described in section 2 of this statement.

You and the individuals have the right to withdraw your consent to us holding and using your and their personal information and sensitive personal information by contacting us. Once you / they have withdrawn your / their consent, we will no longer use your / their personal information and sensitive personal information for the purpose(s) set out in section 2 of this statement, which you originally agreed to, unless we have another legal reason for doing so.

#### **4. Who do we share your personal information with?**

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

- our consultants, advisers and IT service providers;
- our solicitors;
- your referees; and
- Disclosure Scotland.

#### **5. How long do we keep your personal information?**

We keep the personal information that we obtain about you during the recruitment process for no longer than we need to meet any legal, accounting, reporting or regulatory requirements.

We keep recruitment information (including interview notes) for 6 months after the recruitment process has been completed. We will only keep recruitment information for successful applicants for longer than this that is relevant to their employment.

More information is contained in our data retention policy, which is available by contacting our DPO.

#### **6. What rights do you have in relation to your personal information that we hold and use?**

It is important that the personal information that we hold about you is accurate and current. Please keep us informed of any changes. Under certain circumstances, the law gives you the right to request:

- A copy of your personal information and to check that we are holding and using it in accordance with legal requirements.
- Correction of any incomplete or inaccurate personal information that we hold about you.
- Deletion of your personal information where there is no good reason for us continuing to hold and use it. You also have the right to ask us to do this where you object to us holding and using your personal information (details below).

- Temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it or to stop us from using your personal information altogether if we have committed a breach of data protection laws.
- The transfer of your personal information to another organisation.
- That you are not subject to a decision solely taken by computer which produces legal consequences for or otherwise significantly affects you.

You can also object to us holding and using your personal information where our legal reason is a legitimate interest (either our legitimate interests or those of a third party).

Please contact our DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help us confirm your identity for security reasons. You will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

## **7. Feedback and complaints**

We welcome your feedback on how we hold and use your personal information, and this can be sent to our DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, audio, large print or braille, please contact us.

## **8. Updates to this statement**

We may update this statement at any time, and we will provide you with an updated version when required to do so by law.

Last updated: May 2021