

Role Profile



Job Details

Job Title:	Community Projects Worker	Service Area:	The Whiteinch Centre (TWC)
Based:	The Whiteinch Centre, 1 Northinch Court G14 0UG	Report to:	Communities Manager
Salary	£28,000.00	Date Completed:	February 2026

Job Summary:

Working within The Whiteinch Centre (TWC), the Community Projects Worker plays a key role in the day-to-day delivery of community activities, food provision, and group programmes. The postholder will support the Community Projects Officers and the Community Services Officer to ensure that TWC offers a welcoming, inclusive and vibrant environment where local people can access support, participate in activities and build connections.

The main purpose of the post is to provide a strong operational presence on the floor every day, supporting the smooth running of community food services, developing and delivering group activities, and responding to community needs as they arise. The Community Projects Worker will help identify gaps in local provision, engage with community members, and support volunteers to carry out their roles effectively.

This role requires excellent communication skills, a proactive and hands-on approach, and a commitment to providing accessible, no-cost or low-cost services that promote dignity, wellbeing and connection within the community.

Behaviours and Competences:

Our Core Values:

- **Customer First**
- **One Team**
- **Respect**
- **Excellence**

Customer First

- Ensure customers are at the heart of everything we do
- Always aim to achieve high quality outcomes for customers
- Cares about customers
- Builds and develops trust being approachable, patient, helpful and supportive
- Demonstrates an understanding of customer needs and expectations

One Team

- Communicates clearly and openly with others
- Is clear, concise and factual
- Shares relevant information in a timely manner
- Is open to and actively seeks feedback, listens and responds accordingly
- Is confident to speak up and share their views with others
- Asks for help when needed and provides

<ul style="list-style-type: none"> Delivering quality services, tailored to meet the needs of our customers 	<ul style="list-style-type: none"> support to others Look for opportunities to work collaboratively and build relationships across all teams and all levels to develop better solutions
Respect	Excellence
<ul style="list-style-type: none"> Acknowledges and respects others different backgrounds, perspectives and beliefs Cares about colleagues Treats people with fairness, honesty and dignity Listens empathetically to people Takes ownership for their behaviour, performance and quality of work Understands how your behaviour can be interpreted and considers the impact on others 	<ul style="list-style-type: none"> Deliver quality services, tailored to meet the needs of our customers Uses time and resources wisely Ensures Value for Money Generate and seek out ideas from others to specific challenges Seek better solutions for our customers by going the “extra mile” Have a flexible and adaptive approach to resolving challenges Anticipate and manage risk associated with your decisions.

Person Specification:

The essential/desirable criteria for this post are detailed below:

	Essential	Desirable	Evidence
Education and Qualifications	<ul style="list-style-type: none"> Educated to HNC in Working with Communities or able to demonstrate relevant experience in community work, social care, youth work or related roles. 	<ul style="list-style-type: none"> Relevant vocational qualifications (e.g., Community Development, Social Care, Youth Work, Volunteer Management). Training courses related to community engagement, food safety, group work delivery or wellbeing. PVG membership (can be supported upon appointment). 	<ul style="list-style-type: none"> Application Form
Experience	<ul style="list-style-type: none"> Experience of working or volunteering in a community setting (e.g., community centre, charity, school, youth or family service). Experience supporting group activities, events or sessions for adults, families or mixed-age groups. Experience working alongside volunteers or 	<ul style="list-style-type: none"> Experience in community food provision, community cafés, pantries or similar. Experience supporting monitoring tasks such as attendance logs, feedback forms or basic evaluation. Experience helping to identify community needs or gathering user feedback. 	<ul style="list-style-type: none"> Application Form Interview References

	<p>supporting volunteer-led activity.</p> <ul style="list-style-type: none"> • Experience providing direct support, information or signposting to members of the public. • Experience of working collaboratively as part of a team. 	<ul style="list-style-type: none"> • Experience working within a Housing Association, Third Sector or community-based organisation. 	
Specialist Knowledge	<ul style="list-style-type: none"> • Awareness of issues affecting local communities, including cost-of-living pressures, social isolation, food insecurity and inequality. • Understanding of the importance of dignity, inclusion and accessibility in community services. 	<ul style="list-style-type: none"> • Knowledge of local services, agencies and community resources. • Awareness of basic safeguarding, health & safety or food safety requirements. 	<ul style="list-style-type: none"> • Application Form • Interview • References
Skills and abilities	<ul style="list-style-type: none"> • Strong interpersonal and communication skills; able to engage warmly with a wide range of people. • Ability to deliver group activities and community events. • Ability to prioritise tasks during busy operational periods and work flexibly across different environments. • Reliable, organised and able to follow procedures clearly (e.g., food safety, safeguarding, risk assessments). • Able to work effectively within a small team and contribute to a positive working culture. • Confident using basic IT (e.g., email, forms, 	<ul style="list-style-type: none"> • Creativity and enthusiasm for developing new activities or supporting community ideas. • Ability to contribute content for social media or simple promotion. 	<ul style="list-style-type: none"> • Application Form • Interview • References

	simple records, digital updates).		
Other	<ul style="list-style-type: none"> • Commitment to equality, inclusion and respectful community engagement. • Flexible and conscientious approach to work, including occasional evenings/weekends as required. • Willingness to undertake mandatory training (e.g., safeguarding, H&S, food hygiene). • Positive, proactive attitude and willingness to support a wide range of tasks. 	<ul style="list-style-type: none"> • Local area knowledge and/or personal connection to the community. 	<p>Application Form</p> <ul style="list-style-type: none"> • Interview • References

This post is subject to a Protection of Vulnerable Groups (PVG) check through Disclosure Scotland.

Job Outputs

Role output:	Includes the requirement to:
Governance & Accountability	<ul style="list-style-type: none"> • Contribute to regular monitoring of activity levels, participation and outcomes across all areas of responsibility. • Attend relevant training and development to maintain up-to-date knowledge of local issues, community needs, legislation and good practice. • Represent TWC professionally when engaging with community members, partners and visitors. • Support compliance with Data Protection, confidentiality and safeguarding procedures as directed by the Community Projects Officers. • Participate in team meetings, supervision and appraisal processes, contributing to continuous service improvement. • Ensure operational delivery and community engagement remain aligned with organisational values and priorities.
Communications and Marketing	<ul style="list-style-type: none"> • Support the promotion of TWC activities, groups and food services through face-to-face engagement, digital posts and sharing information with community members. • Provide content, updates and community insights to the Community Projects Officer (Food), who leads the overall TWC Communications function.

	<ul style="list-style-type: none"> • Ensure messaging shared with the public is clear, inclusive and reflective of TWC values. • Encourage feedback from participants and relay this to the Community Projects Officer and Community Services Officer for analysis and reporting.
Community Projects	<ul style="list-style-type: none"> • Deliver and support a range of community group activities, clubs and sessions that meet identified local needs. • Maintain a strong daily presence on the floor, providing information, practical support and a welcoming environment for community members. • Support the development of new groups and activities by gathering community feedback, identifying needs and sharing insight with the Community Projects Officers. • Assist with planning, set-up, running and wrap-up of community events, projects and workshops. • Ensure activities are accessible and delivered safely, promoting dignity, participation and no-cost/low-cost opportunities. • Work closely with the Community Projects Officers and Community Services Officer to ensure smooth day-to-day delivery across all community activities.
Community Food Provision	<ul style="list-style-type: none"> • Support the daily operation of community food services including the Whiteinch Community Shop, community meals and food-related activities. • Assist with stock rotation, receiving deliveries, maintaining cleanliness, and ensuring safe food handling at all times. • Welcome and support customers in a dignified, stigma-free manner that prioritises choice and respect. • Develop, deliver and provide practical support for food-related workshops, cooking sessions and nutrition activities. • Monitor usage patterns and share observations with the Community Projects Officer (Food) to support evaluation and planning.
Community Partners and Stakeholder Engagement	<ul style="list-style-type: none"> • Welcome partner agencies and facilitate space usage, signposting and shared activities as directed by the Community Projects Officers. • Engage positively with local groups, schools, services and organisations participating in TWC projects. • Support collaborative work through good communication and sharing of community insights.
Volunteer Support	<ul style="list-style-type: none"> • Work alongside volunteers daily, offering support, direction and encouragement to help them fulfil their roles safely and confidently. • Help induct new volunteers by modelling good practice and explaining routines and expectations. • Raise any support or training needs to the Community Projects Officer (Volunteering & Learning).

Health & Safety	<ul style="list-style-type: none"> • Ensure all activities, spaces and equipment are safe, clean and prepared for use. • Complete and follow risk assessments for group activities and food-related work as directed. • Adhere to all safeguarding, lone working and emergency procedures. • Report any concerns regarding building safety, welfare issues or incidents to the Community Projects Officers immediately.
General Duties	<ul style="list-style-type: none"> • Provide day-to-day support to local people accessing TWC services, offering information and signposting as needed. • Maintain accurate attendance lists, feedback forms and basic monitoring records. • Undertake administrative tasks related to group delivery and food services. • Contribute to a positive team environment, supporting colleagues and volunteers. • Carry out any other reasonable duties required to support the effective running of The Whiteinch Centre.
Interdependences:	
<ul style="list-style-type: none"> • WSHA Communities Team • WSHA Corporate Services Team • Community Partners and Local Stakeholders • Funders (Local and National) • All WSHA Subsidiaries 	