

February 2019

Dear Applicant

### **Post of Community Centre Officer**

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

- Application Form
- Equal Opportunities Monitoring Form
- Guidance Notes on completing the Application Form
- Job Description and Person Specification
- Summary of Terms & Conditions of Employment
- Recruitment Charter

Please contact me immediately if any of the above materials are missing.

Please complete the Application Form and Equal Opportunities Monitoring Form as soon as possible and return them to the address stated on the Application Form, by no later than **12noon on Friday 15 March 2019**. Late applications will not be considered. If you would like us to acknowledge receipt of your application, please enclose a stamped addressed envelope with your completed application form. Applications submitted by email will receive an acknowledgement by return.

**You must complete all sections of the application form and should also note that curriculum vitae and supplementary material will not be taken into account.**

Interviews will be held during week of 8 April 2019.

I hope that the information supplied is of help to you. If you have any queries, please do not hesitate to contact me on 0141 550 5617.

Yours sincerely

**Belinda Duncan**  
**Corporate Services Assistant**

## JOB DESCRIPTION

**Job Title:** Community Centre Officer  
**Department:** Housing & Customer Services  
**Grade:** WT Grade 7 (£30,000 per annum)  
**Responsible to:** Community Services Officer

**Job Purpose:** The purpose of the role is to proactively support, promote and develop Barrowfield Community Centre. The post holder will play a key role in ensuring the robust operation of the Community Centre. The post holder will work directly with the wider Community and Support Services Team and partner organisations to further develop the Community Centre.

The following list 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 will be expected.

An important aspect of the Community Centre Officers role will be to develop the facilities available and identify new opportunities by means of effective partnership working. This is a multifaceted role which will require the Community Centre Officer to multi-task and balance the requirement of daily operational demands of the Centre. The Community Centre Officer will work closely with the Community and Support Services Management Team to focus on the future development and sustainability of Barrowfield Community Centre.

The Community Centre Officer will work to ensure the Centre is a vibrant, well managed facility which operates for the benefit of the community, anchor tenants and external organisations within a sustainable framework.

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

### Main Responsibilities

- Manage the effective operation of the Community Centre and manage the Community Centre Assistants on a daily basis.
- Implement effective management of the Centre in line with the standard operating procedures- Including staff rotas, compliance checks, set up, repairs etc.
- Ensure that robust bookings and invoicing systems are implemented
- Ensure that health and safety risk assessments are updated
- Ensure that all of the required health and safety procedures are implemented and recorded.
- Establish relationships with partner organisations to assist with the delivery of community initiatives.
- Provide the necessary cover for day to day operations during annual leave and busy periods.

- Facilitate Team meetings ensuring the active participation of all team members.
- Be a responsible key holder including opening and closing the centre
- Ensure property safety and security including the facilities and immediate surroundings, reporting any defects.
- Ensure that positive relationships with the 10 anchor organisation are developed and maintained.
- Provide support and supervision to the Community Centre Assistants
- Identify approaches to overcome the barriers to community participation particularly for disadvantaged or marginalised groups;
- Review and implement appropriate monitoring systems to record the Community Centre footfall, activities and feedback and provide written reports to the Community & Support Services Manager
- Work to enhance and sustain the centre's income generation activities
- Ensure that the centre's operation is delivered within budget
- Ensure that the centre meet the needs of its customers at all times.
- Work closely with the Community and Support Services Management Team to further develop the Community Centre.
- 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

### **Data Management**

- Ensure requests for information, reports and statistics are responded to within agreed timescales
- Ensure that data aligns with the requirements of GDPR
- Ensure data is accurately recorded and processed in line with Willowacre Trusts and WSHA's policy and procedures.
- Ensure data is managed in accordance with the requirements of the Data Protection Act 1998.

### **Health and Safety Responsibility**

It shall be the duty of all employees at work to ensure:

- Reasonable steps are taken to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Cooperation with the Board of Directors in so far as is necessary to ensure compliance with any duty or requirement imposed on the WT /WSHA, or any their person, under any relevant statutory duties.
- Compliance at all times with the Health and Safety Policy and procedures and draw to their manager's attention any unsafe working practice/conditions.

### **Corporate Responsibility**

- Recognise and respect the diversity of internal and external customers and assist accordingly.
- Ensure the values of WT/WSHA are reflected in their work and that all services provided are delivered in line with the Vision, Mission and Core Values.
- Assist in the development of a 'Continuous Improvement' culture.
- Ensure compliance with all regulatory requirements.
- Manage risks and health and safety to protect customers, staff and other stakeholders.

- Attend such training courses, seminars, conferences and other learning and development events as Willowacre Trust / WSHA may require.
- Act as an ambassador for Willowacre Trust and West of Scotland Housing Association.

## Person Specification

**Job Title:** Community Centre Officer

**Reporting to:** Community Services Officer

<b>Criteria</b>	<b>E</b>	<b>D</b>
<b>Skills &amp; Qualities</b>		
Good Literacy and numeracy skills with the ability to maintain written records	*	
Excellent verbal communication skills (face to face, telephone)	*	
Excellent interpersonal and engagement skills	*	
Competent IT and word processing skills, including the use of outlook, excel and other software packages	*	
Good communication skills with the ability to write reports and collate monitoring information	*	
Experience of a similar role or responsibilities	*	
A methodical and flexible approach to organising and prioritising a varied workload	*	
Excellent ability to work well under pressure	*	
Self-motivated and able to work on own initiative	*	
Ability to maintain confidentiality	*	
Professional appearance, manner with an approachable and friendly outlook	*	

<b>Experience &amp; Knowledge</b>		
Experience of operating community centre services	*	
Experience of working within a Team	*	
Experience of Multi-Tasking in an operational Environment		*
Experience of working within partnership of and/or multi agency arrangements	*	
Experience of providing support and supervision to others	*	
Understanding of the key principles of Community Assets		*
A demonstrably creative approach to the provision of community centre services	*	
Proven track record of contributing to Community based projects	*	
Experience of Securing grants or funding		*

<b>Other Requirements</b>		
Have a full Drivers License and have access to a Vehicle	*	
Complete a Satisfactory Disclosure Scotland Check	*	

<b>Qualifications</b>		
Educated to Degree Level or equivalent experience in a similar role	*	

## Summary of Principal Terms and Conditions of Employment

<b>Post:</b>	Community Centre Officer
<b>Salary Scale:</b>	£30,000 per annum
<b>Contract:</b>	Fixed term until 31 March 2020 (with potential to extend depending on funding)
<b>Hours of Work:</b>	37.5 hours per week (including some weekend and evening work)
<b>Place of Work:</b>	Glasgow
<b>Annual Leave:</b>	25 days per annum
<b>Public and General Holidays:</b>	12 days per annum

This summary is for general guidance only and will not form part of the contract of employment. Any offer of employment will be subject to satisfactory references.



## Recruitment Charter

Willowacre Trust / 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 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.

## 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 and assess this against the Person Specification.
4. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you to state that you meet the requirement; you must demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.
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. If you are related to any members of staff, management committee member, consultants or contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.
7. The equal opportunities monitoring information will be removed prior to the short listing process.
8. Please ensure that you have sufficient postage on your envelope if you are returning your application form by post. You should use a Large Letter stamp if you are using an A4 envelope.