



Cassiltoun Housing Association Community Development & Engagement Manager Candidate Information Pack





Thank you for your interest in our vacant position of Community Development and Engagement Manager.

This file contains all of the information you will need to apply for the post:-

- General information regarding the Association
- Our job advert which can also be found in Employers in Voluntary Housing's website.
- The Job Description and Person Specification
- A brief summary of the Terms and Conditions of the post
- Staff structure – this can be obtained from the Association's website

If you wish to join our ambitious team, please complete our application form and submit it along with your CV and personal statement to recruitment@cassiltoun.org.uk. For further details on the post please visit our website at <https://www.cassiltoun.org.uk/vacancies/>.

Please note the closing date for applications is **Tuesday 29th September 2026 at 12noon**. We will not accept any applications received beyond this time.

Interview Date: Thursday 8th October 2026.

If you require further information regarding the Association or the position advertised, please do not hesitate to contact myself directly.

Thank you.

Paula Brownlie
Head of Corporate, HR and Finance
Telephone: 0141 631 5207
Email: paula.brownlie@cassiltoun.org.uk



1. *Background*

- 1.1 Cassiltoun Housing Association was formed in 1984 and is a Registered Charitable Organisation which operates within a Group Structure
- 1.2 The Association owns 1,080 tenanted units and factors 142 owners.
- 1.3 The Association has 2 sub-committees:
 - Group Audit & Risk
 - Staffing
- 1.4 The Association and its subsidiaries are social enterprises and are actively involved in the regeneration of the local area. This includes: employment programmes, social inclusion initiatives, environmental initiatives and projects to improve education and health outcomes.
- 1.5 The Association operates from our offices at the multi-award winning Castlemilk Stables.

2. *Staffing*

- 2.1 The Association's current staffing structure involves 32 staff deployed as follows:
 - CEO
 - Senior Leadership Team –
 - Head of Corporate, HR and Finance
 - Head of Asset Management
 - Head of Housing & Communities
 - Housing Services Team
 - Advice Team
 - Property Services (Technical) Team
 - Finance and Corporate Services Team
 - Community Team



**Community Development and
Engagement Manager**

**CHA Grade 8, PA28-31
£51,945 - £56,272**

We are seeking an enthusiastic, innovative, and community-focused individual to play a key role in strengthening and expanding our tenant engagement initiatives and community programmes. Working alongside residents, partners, and volunteers, you will help enhance our established projects while designing and delivering exciting new initiatives that make a real difference.

From inspiring residents of all ages to have a greater voice in shaping our services, to recruiting, developing, and supporting volunteers, this is a varied and rewarding role at the heart of our community. No two days will be the same, so we're looking for someone who thrives on creativity, embraces new challenges, and is passionate about bringing people together to create positive change.

If you are a proactive self-starter with a talent for building relationships, generating new ideas, and turning them into successful community initiatives, we'd love to hear from you.

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<https://www.cassiltoun.org.uk/vacancies/>

Please submit your completed application form along with your CV and personal statement to
recruitment@cassiltoun.org.uk

Cassiltoun Housing Association is striving towards equal opportunities for all.

JOB DESCRIPTION

Job Title	Community Development and Engagement Manager	Department	Communities Department
Reporting To	Head of Housing & Communities	Grade	Grade 8 PA28 – PA31
Post Number		Date	September 2026

Job Purpose
To take a lead role in the implementation and development of a community development strategy which includes: • Improving the quality of life of tenants and the wider community • Supporting our tenants and wider community to reach their full potential where individuals and groups are able to identify, articulate and fulfil their aspirations for themselves and their community. • Promoting tenant participation in the Association's work and achieving the aims of the Tenant Participation Policy, Strategy and Action Plan
Accountability
Role is part of the Communities Team reporting to the Head of Housing & Communities.
Key Responsibilities
To implement and further develop the Association's Community Development Strategy, Tenant Participation Strategy and Volunteer Policy. Identify, prioritise, design, implement and maintain directly, and in partnership with others, regeneration, volunteering, community engagement and community development programmes and other appropriate related projects within agreed targets, timescales and budgets. Actively seek ways to engage tenants and service users in shaping and influencing our services, seek and use feedback, including working positively to support our Community Advisory Panel and other tenant participation activities. Develop and implement new projects and services which deliver the key aims of the Tenant Participation Strategy and support community involvement in service delivery. Ensure existing services, projects and community benefits are promoted and received by our tenants and service users, ensuring equal access across our community and are delivered in line with funding requirements.

Identify and overcome barriers to engagement ensuring issues of equality are integral to the community engagement process and vulnerable groups are engaged effectively.

Identify opportunities for strategic alliances, joint ventures and other forms of partnership working within the community, voluntary sector and public sector which align with our tenant participation strategy to meet the changing needs of our tenants and service users.

Maintain a sound working knowledge of central and local government policy frameworks and initiatives and any consequential impact on Castlemilk.

Manage, supervise and support staff within the community team and volunteers involved in delivering Cassiltoun's regeneration and community engagement activities.

Ensure that health and safety obligations are met with regards to all projects and that delivery partners and staff complete the relevant risk assessments for all activities.

Work with the Senior Leadership Team, other departments and other members of the Communities Team to 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, -.

Work with the Finance Department to prepare, monitor and control the budgets for the programmes and projects delivered by the Cassiltoun Group.

With the input of all Cassiltoun staff, identify and encourage new members for tenant groups, Board Members and support the ongoing development of these.

Undertake comprehensive and effective tenant and other key stakeholder consultations/engagement to ensure that the services we develop meet our community's needs.

Produce reports for the Senior Leadership Team, the Association's Board, sub committees and its subsidiaries as required.

Contribute to the Association's annual Business Plan and the Cassiltoun Group annual report.

Act as an ambassador for the Cassiltoun Group at appropriate meetings, functions and/or conferences.

Ensure compliance with all regulatory, statutory and legal requirements and other directives.

To carry out administrative tasks and processes in relation to regeneration and community developments tasks including completion of grant applications and monitoring forms, the development and implementation of effective communications (including newsletters, website, apps, social media, production of leaflets and flyers).

Any other duties as assigned and deemed commensurate with the grade and overall responsibility of the post and to meet the varying demands of the Association.

Value for Money

Work in an efficient manner that delivers value for money for the Cassiltoun Group, our tenants and stakeholders

Identify efficiencies and communicate them to your line manager.

Cassiltoun's Values

Understand and uphold the Association Values

Procurement

Understand and comply with best practise in procurement of goods and services and adhere to the Associations Procurement policy.

Other Tasks/Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Comply with the Association's Health & Safety policies and relevant legislation.
- Ensure that all company activities are discharged in a safe manner, minimizing risk at all times.

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills;
- To attend training and personal development courses as and when required by the Association;
- Understand your own responsibilities under the ICT User policy
- Maximize the use of ICT facilities and technology initiatives and contribute to their development where appropriate

Equality & Diversity

- Observe and promote the Association's Equality & Diversity policy at all times.
- Comply with the Association's Equality & Diversity policy and relevant legislation.

Sustainability

- Assist in the company's aim to reduce the negative impact of services on the environment by considering the sustainability of activities and resources employed

Other

- To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate
- To attend meetings out-with normal working hours, as and when required;
- To carry out any other duties which may be reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's management;
- The duties of the post will be reviewed and modified in line with the exigencies of the service

Person Specification

Job Title	Community Development and Engagement Manager	Department	Communities Department
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Post Number		Date	September 2026

Category	Essential	Desirable
Qualifications	Hold a relevant professional qualification or equivalent experience	
Experience/Knowledge	Strong leadership skills, with the ability to develop, motivate and inspire teams. Proven project management experience, with strong financial awareness and budget control. Experience writing reports, policies and strategies and presenting to varied audiences, including Boards or equivalent. Successful experience securing external funding and meeting funding outcomes. Knowledge and experience of community development, tenant participation, regeneration and sustainability. Experience recruiting and supporting volunteers.	Management experience. Strong understanding of the regulatory and legal framework for regeneration activities in Scottish social housing. Experience managing events and undertaking required risk assessments.
Skills and Abilities	Self-motivated and performance driven, with strong initiative and decision-making skills.	

	Able to develop effective partnerships with external agencies. Flexible and organised, with strong prioritisation and time-management skills. Excellent Microsoft Office/365 skills.	
Personal Qualities	Committed to promoting equality, diversity and inclusion. Ability to identify own development needs and opportunities.	

Recruitment of Community Development and Engagement Manager

Summary Terms of Conditions

Location	59 Machrie Road, Glasgow G45 0AZ
Standard Hours of Work	35 hours per week, Monday – Friday (can be worked flexibly)
Grade & Salary	Grade 8, PA28-31
Payment Method	Paid on the 28 th of each month by the BACS system into your bank account
Annual Leave	25 days per annum (pro rata)
Public Holidays	15 public holidays
Notice Period	One month written notice by either side
Pension	The Association currently offers a contributory pension scheme (maximum 10% employer contribution plus option to participate in the pension salary sacrifice scheme.)