Recruitment Information Pack

Job Title	Customer & Facilities Assistant
Reference No	488.01
Location	20hr post based at the Lanthorn Complex 18hr post based at West Calder Community Centre
Hours	20.00
Salary	£26,447.49 - £28,418.39 plus 10% shift allowance salary pro rata
Status	Fixed Term until 31st December 2025

Thank you for your interest in this post, if you have any questions in relation to the recruitment process or if you are disabled and require any adjustment to the recruitment process please contact our recruitment team on 01506 28 22 22 or email recruitment@westlothian.gov.uk

Privacy Notice – HR Services - Recruitment

Information held about you.

West Lothian Council will hold the following personal information:

- Full name
- Home address
- Email address
- Employment history
- Training/qualifications
- Registration with professional bodies
- Equal opportunities monitoring information (gender, ethnic origin, sexual orientation, religion and disability)
- Criminal convictions (if applicable)
- Pre-employment checks (health screening, references and PVG check if applicable)

Who is processing my information?

All personal information is held and processed by West Lothian Council in accordance with data protection law.

How will we use information we hold about you?

Personal information held by West Lothian Council will be used in the following ways:

- To assess the suitability of applicants for the job they have applied for
- Equal opportunities monitoring information will be used to monitor the councils compliance with equality legislation
- To populate the HR Payroll system for successful candidates (see privacy notices on performance of contract of employment for further details)

Who we will share your information with?

We will not share your information with any external bodies.

How long do we keep your records?

If your application is successful we will keep your information for a period of 6 years after you leave employment with the council. Information stored on the Myjobscotland website will be retained for 7 years from the date of your application.

If your application is unsuccessful, all information will be kept for a period of 6 months, following which it will be securely destroyed. Information stored on the Myjobscotland webstie will be retained for 5 years from the date of your application.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or, in some circumstances, erased if incorrect.

To request your records, you will need to put your request in writing to HR Services, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF

Email – hrsupport@westlothian.gov.uk

You also have a right to make a complaint about our handling of your personal information to the Information Commissioner's Office.

Further information

If you have any questions or concerns about how your information is used, please contact Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF or email DataProtectionOfficer@westlothian.gov.uk

More information about data protection and how it applies to you is available from the Information Commissioner's Office.

About Housing, Customer and Building Services

The vision of the service is “to improve lives and properties by designing and maintaining communities, homes and buildings”.

Housing Operations

Housing Operations manages the council’s housing stock and tenancies to ensure that the housing stock is used efficiently and effectively. The aim is to improve the quality of life for tenants, assist individual households and plays an important role in promoting sustainable communities. The council has just over 13,000 council houses. The Safer Neighbourhood Team is part of the Community Safety Unit, a unit dedicated to preventing anti-social behaviour and crime and reducing risks to ensure a safer community.

Building Services

Building Services is the council’s in-house building contractor, carrying out responsive repairs, maintenance and refurbishment of council properties.

Housing Needs

The Housing Need Service takes a proactive, housing options approach to preventing homelessness. When homelessness does happen, the objective of the service is to ensure the provision of appropriate emergency or temporary accommodation and re-housing into settled accommodation as soon as possible.

Housing Strategy and Development

The Housing Strategy and Development team undertake the strategic planning and development of housing in West Lothian. The team promote the development of new affordable housing and the improvement of the condition of existing housing.

Customer and Community Services

Customer and Community Services provide the frontline delivery of council services to all communities in West Lothian. The services include, Customer Information Services, Library Services, Registration, Community Centres and the Customer Service Centre. The service provides community resources and facilities to support the community through the facilitation of training, learning and development opportunities.

Performance and Change

The Performance and Change team provides a full range of management support activities and functions including the following services; service development, assessment and review, housing research and analysis, performance management, income management, governance and compliance, systems development and administration, and tenant participation, supporting the service to ensure that it achieves identified outcomes and targets.

Council Strategies

Housing Customer and Building Services has responsibility for the development and implementation of the Community Safety Strategic Assessment, Local Housing Strategy, and Customer Services Strategy.

Equality and Diversity

Equality is relevant to us all. Addressing discrimination and promoting equality are everyone's core business.

We want a West Lothian in which all people and communities have a say in their future and an equal opportunity for health, safety, education, fulfilling work, and a high quality of life. West Lothian Council has published equality outcomes, equality information on our workforce and our progress on mainstreaming equality. This reflects our commitment to promoting equality and eliminating discrimination as well as fulfilling our statutory duties under legislation.

The council recognises and values the diverse range of talents, skills, experience and perspectives that exist within society and believes that those qualities and attributes should also be reflected within the composition of its workforce, its employment practices and in the planning and delivery of its services.

Central to the council's Equality and Diversity agenda, is the prevention of discrimination, victimisation and harassment against service users and employees on any grounds, but particularly in relation to the following protected characteristics:

- age;
- disability;
- sex (gender)
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sexual orientation

In addition, prevention of discrimination, victimisation and harassment in relation to gender identity, gender expression, non-binary identities, language, social origin, employment status, political belief, trade union membership or activity, or responsibility for dependants is key to ensuring we have a diverse and inclusive workforce that reflects the communities we serve.

West Lothian Council is a Stonewall Diversity Champion and is committed to advancing LGBT equality and this is reflective in all our policies which are inclusive of all protected characteristics

How to apply

Our preferred method of receiving applications is on line. In the interests of equality we do not accept C.Vs.

All applications must be received by the closing date stated on the advert and any late applications will not be accepted. Where there have been a high number of applications for a post, we may decide to close the post earlyWe do not keep copies of application forms on file for any future similar vacancies and therefore you will need to complete a separate application form for each post that you apply for. However, when applying on line the system will remember your core details.

If you apply for a post on line we will contact you using the email address you have provided. If you do not have an email address you can sign up for a free account through internet providers such as Yahoo, Hotmail or Googlemail.

The information you provide in your application is used to determine whether or not you should be shortlisted for interview. It is therefore in your interest to complete the form fully and carefully. Your application form should contain sufficient information to demonstrate that you have the skills and experience required for the post.

What happens next?

Following consideration of your application you will be notified as to whether or not you have been selected for interview.

If you are selected for interview you will receive an email from us confirming this and asking you to log in to the Myjobscotland website and select a suitable interview time. If you are not selected for interview you will receive an email confirming this.

Successful Candidate

The successful candidate will receive a conditional offer of employment, pending completion of the following checks, as appropriate.

- Pre-employment health check
- References
- PVG
- Eligibility to work in the UK

A formal offer of employment will be issued only when all checks have been satisfactorily completed.

If you have any questions please email recruitment@westlothian.gov.uk

Terms and Conditions of Employment for Craft

Conditions of Service	Conditions of Service are those of the Building and Civil Engineering operatives, Engineering Craftsmen, Electricians and Plumbers Scheme of Pay and Conditions of Service as adopted and amended by West Lothian Council
Hours of Work	Hours of work are 36 hours a week.
Pay	Employees are paid by bank transfer on the last Thursday of the month. Where appropriate you will receive an annual increment on the 1st April each year, until you reach the top of the grade.
Annual Leave	Depending on length of service you will be entitled to either 26 (187.2 hours) or 31 (223.2 hours) days annual leave, after 5 years continuous service, this will be pro-rated for part time employees. The leave year is 1st January to 31st December.
Public Holidays	There are 7 paid public holidays. Part time employees are given a pro-rated entitlement to reflect their particular working arrangements.
Sickness Absence	Your entitlement to sickness allowance will be in accordance with the Scheme of Sickness Allowance set out within the Building and Civil Engineering operatives, Engineering Craftsmen, Electricians and Plumbers Scheme of Pay and Conditions of Service.
Pension	You are legally required to make provision for your pension. Employees with permanent contracts, or temporary contracts for 3 months or more, will automatically become members of the Local Government Pension Fund, unless they apply to opt out. Pension contributions are based on your salary. The scheme is currently a final salary pension scheme.
Performance Review and Personal Development	All employees are entitled to annual review with their manager, to identify any development needs and set objectives for the coming year.

Employee Benefits	The council has negotiated discounts for employees with over 90 local businesses and over 1,000 businesses nationally. Childcare vouchers are offered (for those already in the scheme) and employees can take advantage of 20% off membership and free joining fees with West Lothian Leisure. To promote the council's commitment to having a healthy workforce, counselling and physiotherapy are also offered to employees.
Pool Cars	The council provides access to pool cars for employees who need to drive as part of their job.
Trade Union	The council supports collective bargaining and you have the right to join a trade union and take part in its activities and are encouraged to do so.
Health and Safety	The council is committed to ensuring a healthy and safe working environment for all employees. Health and safety responsibilities are set out in the Occupational Health and Safety Supplementary Policy and Safety Arrangements booklet for your workplace.

Terms and Conditions of Employment for Employees

Conditions of Service	Conditions of Service are those of the Scottish Joint Council for Local Government employees as adopted and amended by West Lothian Council
Hours of Work	Hours of work for a full time post are 36 hours per week. The standard working hours are Monday – Thursday 8.30 – 5.00, Friday 8.30 – 4.00. School based staff are employed on sessional contracts of either 38, 39 or 40 weeks.
Pay	Employees are paid by bank transfer on the last Thursday of the month. Where appropriate you will receive an annual increment on the 1st April each year, until you reach the top of the grade.
Annual Leave	Depending on length of service you will be entitled to either 25(180 hours) or 30 (216 hours) days annual leave, this will be pro-rated for part time employees. The leave year is 1st January to 31st December. School based sessional staff will receive additional pay, depending on their length of service, to reflect their annual leave entitlement.
Public Holidays	There are 7 paid public holidays. Part time employees will be given a pro -rated entitlement to reflect their particular working arrangements.
Sickness Absence	Your entitlement to sickness allowance will be in accordance with the Scheme of Sickness Absence set out within the National Agreement on Pay and Conditions of Service for Scottish Local Government employees.
Pension	You are legally required to make provision for your pension. Employees with permanent contracts, or temporary contracts for 3 months or more, will automatically become members of the Local Government Pension Fund, unless they apply to opt out. Pension contributions are based on your salary.

Appraisal Development and Review	All employees are entitled to an annual review with their manager, to identify any development needs and set objectives for the coming year.
Employee Benefits	The council has negotiated discounts for employees with over 90 local businesses and over 1,000 businesses nationally. Childcare vouchers are offered (for those already in the scheme) and employees can take advantage of 20% off membership and free joining fees with West Lothian Leisure. To promote the council's commitment to having a healthy workforce, counselling and physiotherapy are also offered to employees.
Pool Cars	The council provides access to pool cars for employees who need to drive as part of their job. You must have a valid driving licence.
Trade Union	The council supports collective bargaining and you have the right to join a trade union and take part in its activities and are encouraged to do so.
Health and Safety	The council is committed to ensuring a healthy and safe working environment for all employees. Health and safety responsibilities are set out in the Occupational Health and Safety Supplementary Policy and Safety Arrangements booklet for your workplace.

West Lothian Council

Job Description

Job Title	Customer Facilities Assistant
Reports to:	Team manager
Location:	Various Locations

Purpose of the job:

To be one of a team of Customer and Facilities Assistants (CFA), providing direct support to customers and staff within one of four designated neighbourhood areas.

They will be based within a designated building or be part of a CFA pool team that will operate across a number of facilities within one of the neighbourhoods.

As a member of a neighbourhood team the post holder will undertake a range of duties relating to customer service and the day to day running and safe operation of buildings.

Job Scope:

The post holder will deliver a range of services to customers and staff including: handling general enquiries, administering of room lets, setting up rooms and equipment in advance of community and council meetings and to ensure rooms and spaces are clean and ready for use.

The postholder will ensure building compliance checks are carried out in accordance with council guidelines.

The postholder will report to a designated Team Manager, who will be supported by a Service Support Officer.

Principal Accountabilities/Key Tasks

- On a daily basis, the post holder will monitor an electronic room booking system (where available) for details and advance planning of lets. In the absence of an electronic system, a paper diary system may be used.
- Develop positive relationships with user groups to assist them to maximise benefit from their sessions.
- Assist customers with basic IT support, such as:
  - returning a library book (for facilities with Libraries)
  - support customers to gain access to public access PC's / wi-fi / printing and photocopying
- Cash handling and recording entries using the cash management system, reconcile daily cash sheets and preparation of bank pay in slips as required.
- Support customers and Management Committees with administrative tasks and support customers to complete necessary application, registration and consent forms.

- Liaise with Service Support Officers to ensure smooth operation of the service by forward planning of holidays, customer letting requirements, customer access arrangements and room availability.
- Assisting with office and reception duties. This will include: use of cash registers, carry out the checking and banking of money, providing reception and telephone switchboard services, covering for reception staff during breaks and absences, taking and relaying messages, receiving deposits and issuing receipts, responding to enquires and operating the security door entry system.
- In the absence of a Customer Services Officer (CSO) or Customer Services Assistant (CSA), record customer enquiries or complaints on the Customer Records Management System (CRM)
- Key holding: opening of premises at prescribed times and ensuring that these are secure at the end of the working day.
- Monitoring building users to ensure that security is maintained during the working day.
- Informing the appropriate member of staff as and when security risks arise (eg unauthorised entry or vandalism) and, if necessary, taking direct action.
- Responding to emergency call outs in accordance with local procedures, including attending at the location, contacting the appropriate authorities, inspecting for damage and theft, effecting temporary repairs or, where necessary, contacting/liaising with contractors called out to effect repairs.
- Ensuring that prescribed procedures are followed in the event of fire, flooding, accident or damage, including liaising with the appropriate staff, contractors etc.
- Ensuring that required temperature levels throughout the building are maintained in accordance with the authority's energy conservation arrangements.
- Ensuring that the condition of heating plant is adequately monitored, notifying the appropriate staff of the need to affect repairs, undertake routine maintenance.
- Ensuring that the boiler-house is kept clear at all times and that frost protection measures are undertaken as necessary.
- Ensuring that the lighting systems are monitored and defects reported through Property Help Desk. Replace lighting units and bulbs where they are accessible, using working at height directive and risk assessment guidance.
- Ensuring that the programme of minor improvements / maintenance is co-ordinated in accordance with the established energy management/building maintenance procedures.
- Assisting with the maintenance and repair of the wide range of equipment and related facilities within the establishments.
- Liaising with the Team Manager on any maintenance or Health & Safety matters.
- Ensuring that litter is cleared from within the building and from all external surfaces within the environs of the building as required, including landscaped and soft playing areas.
- Ensuring that emergency spillage's and graffiti are cleared and related areas are cleaned as soon as possible and to the standard required.
- To undertake cleaning of any units to ensure they are kept in a clean and hygienic condition, maintaining a quality service eg rooms, floors, corridors, café and servery areas.
- To follow cleaning specifications determined by West Lothian Council.
- Ensure effective use of electrical cleaning equipment
- In the event of snow and frost, ensure that reasonable pedestrian access around the facilities is clear and that fire exits are clear.
- Ensuring that policies and procedures for vehicular access and egress to the premises are implemented.

- Support mentoring and training of council Modern Apprentice and new members of the team.
- Ensuring that materials and equipment delivered to the building are stored appropriately.
- Ensuring that designated Compliance, Health and Safety / Risk Management and Fire Safety Procedures are carried out throughout the building and its environs and liaising with designated health and safety officers as required.
- Ensuring that halls/public areas are set out/cleared as required for a range of uses, including the removal and storage of chairs and tables, erecting and dismantling stages, platforms etc, where appropriate.
- In establishments with minibuses ensure that vehicles are kept clean and their condition monitored.
- In establishments with gyms ensure that areas and equipment is cleaned and monitored according to the appropriate specifications.
- In establishments with a swimming pool, undertake tests and maintenance in accordance with established procedures as set out in compliance log books.
- Undertake such training as West Lothian Council might reasonably require within working hours.
- Report repairs through the Property Help Desk and record on compliance log books.
- May be required to work across a range of facilities in order to meet the specific needs of the service.

Qualifications, Skills, Knowledge

Essential

- Able to demonstrate an awareness and understanding in practice of basic first-class customer service skills.
- Excellent verbal communication skills and able to work on own initiative with the minimum of supervision.
- Basic level IT skills

Desirable

- Customer care qualification or training
- Knowledge of building maintenance, including ability to carry out minor maintenance
- Be able to travel independently as part of the job in order to conduct the role effectively

Other Essential Information:

The post holder will be expected to work evenings and weekends working flexibly. A five days from seven, Monday to Sunday system is in operation.

There may be overtime available after 10pm and before 8am when the need arises this will be paid at the rate allowable for that time and day.