# Recruitment Information Pack

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| Job Title | Facilities Management Assistant |
| Reference No | 508.30 |
| Location | Linlithgow Partnership Centre |
| Hours | 20 hours |
| Salary | £28,455 - £30,595 + 7.5% shift allowance pro rata |
| Status | Permanent |

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 Operational Services

Operational Services provides services which affect every person who lives in, works in, is educated in, visits and travels through West Lothian. The service is seen as the front face of the council as it is the only service which directly impacts on each household in West Lothian.

**Facilities Management**

Facilities Management is the council's integrated catering, cleaning, school crossing guides and facilities management service responsible for 192 council buildings including 92 secondary, primary, special and nursery schools. The catering service provides more than 2.5 million school meals annually as well as providing a civic centre catering service.

**Fleet and Community Transport**

Fleet and Community Transport are responsible for the provision management and maintenance of the council's fleet vehicles. With its own team of mechanics operating over 3 shifts the service undertakes all safety inspections as well as servicing, repairs and MOTs for council's fleet of vehicles and members of the public. The service also provides community transport to service users with varying needs to a number of locations throughout West Lothian, delivers school meals and internal mail on a daily basis.

**Inprint**

Inprint is the council's in-house print management and reprographics service The service provides competitive, quality printing solutions on a cost recovery basis using internal resources and external providers where required. Inprint offers a comprehensive range of printing services to all areas of the council and is committed to ensuring that the service provides high quality cost effective products.

**NETs Land & Countryside Services**

NETs Land and Countryside are responsible for the development management, maintenance and cleanliness of West Lothian's local environment. This includes three country parks, Almondell, Calderwood, Beecraigs and Polkemmet as well as a further 2,600 hectares of open space and countryside. The service also manages and maintains 1,800 local residential gardens, 2,100km of street and footpath surface, 1000 hectares of woodland, 337 children's play areas, 111 parks and open spaces, 32 cemeteries and churchyards and 18 war memorials.

**Public Transport**

Public Transport are responsible for ensuring the provision of efficient council passenger transport services within West Lothian and to neighbouring areas. The service is also responsible for the provision of free and fare paying school transport services for pupils in West Lothian schools including bespoke services for additional needs pupils.

**Roads and Transportation Service**

Roads and Transportation Service provide an integrated service to construct, manage and maintain the road, footpath and transportation network in West Lothian in the safest way possible. The service manages and maintains over 1004 km of public roadway, 1281 km of public footway, 46,302 street lights, 163 traffic light installations, over 1900 grit bins, 11,293 illuminated and non-illuminated signs and bollards, 588 bridges and other structures.

**Recycling & Waste Services**

Recycling & Waste Services are responsible for the collection of household waste and recycling as well as arranging for the processing of all household waste and contracted commercial waste within West Lothian, totalling around 100,000 tonnes per year. With more than 82,100 households collected from, the service carry out around 8.2 million collections per year, which includes an alternative weekly collection service for landfill and dry mixed recyclates; a weekly food waste collection; 4 weekly garden waste collections; collections to approximately 180 commercial customers after March/April 2019 and the uplift of 6,000 approx. bulky waste uplifts. The service also operates six community recycling centres and collects from 180 recycling points throughout West Lothian.

**Council Strategies**

Operational Services has responsibility for the development and implementation of the Open Space Strategy, Resource and Recycling Strategy, Local Transport Strategy, Public Transport 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.

We 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 Employees**

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| **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.<br><br>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 26 (187.2 hours) or 31 (223.1 hours) days annual leave, this will be pro-rated for part time employees. The leave year is 1st January to 31st December.<br><br>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.<br><br>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. |

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| **Employee Benefits** | The council has negotiated discounts for employees with over 90 local businesses and over 1,000 businesses nationally. Employees can also take advantage of 20% off membership and free joining fees with West Lothian Leisure.<br><br>As part of its commitment to having a healthy workforce the council offers physiotherapy, counselling and an Employee Assistance Programme. |
| **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. |

West Lothian Council

# Job Description

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| Job Title | Facilities Management Assistant |
| Reports to: | Facilities Officer or Facilities Manager, dependant on location |
| Location: | Linlithgow Partnership Centre |

**Purpose of the job**

To be one of a team of FM Assistants providing direct support to staff, building user groups and members of the community at a number of Council establishments within West Lothian. To undertake duties relating to the operation of the building and surrounding grounds, ensuring minimal disruption to the daily activities of establishment users. Ensuring site management, health and safety and statutory compliance requirements are achieved.

**Job Scope**

Based within the Property Management unit, the post holder will report to a Facilities Manager. The post holder will be part of a team who support the operation of an effective facility by providing proactive Facilities Management support. Normally located in a principal location the post holder may be required to undertake duties at all establishments within the designated area under the co-ordination of the Facilities Manager who will liaise with individual heads of establishment.

The post holder will maintain open dialogue and communication with the Facilities Manager on progress and problems arising and who will allocate non-routine tasks as appropriate. The post holder will operate without close supervision in relation to normal routine actives in accordance with local and/or departmental procedures and guidelines. Ensuring effective operation of the buildings and surrounding grounds, following Health and Safety policies and procedures to provide a safe environment for all building users through efficient facilities management, whilst minimising disruption to daily business activities. This will include minor repairs and/or the reporting and monitoring of repairs/faults from identification to completion. In addition, the post holder will be offered the opportunity to become an identified First Aider in the workplace.

The FM Assistant will determine the priority and sequencing of tasks during the day, in consultation where necessary with the Facilities Manager and heads of establishment. Including identifying the action to be taken with regard to such matters as security and informing the appropriate staff and acting as required.

The post will also involve dealing appropriately with enquires from staff, user groups and members of the public in relation to building use, procedures and standards.

**Principal Accountabilities/Key Tasks**

The post holder will undertake a wide variety of tasks to ensure a proactive and effective facilities management support service: The range of duties may include the following:

- Opening of premises and grounds at prescribed times and ensuring that these are secure at the end of the working day. This will include patrolling the premises and associated grounds, attending specified times during the working day to supervise and generally monitor building users to ensure that security is maintained during the working day.

- Informing the appropriate member of staff as and when security risks arise and, if necessary, taking direct action for example in relation to unauthorised entry or vandalism.

- Responding to emergency call outs within normal hours and in accordance with establishment 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. Monitoring fuel supplies and ordering supplies as necessary, ensuring that adequate supplies of fuel are available at all times.

- Ensuring that the condition of heating plant is adequately monitored (where required), notifying the appropriate staff of the need to affect repairs, undertake routine maintenance.

- Ensuring that plant rooms, boiler rooms and electric switch rooms are kept clear at all times and that frost protection measures are undertaken as necessary.

- Ensuring that the lighting systems are regularly checked and those internal and external areas are adequately lit. This will include replacing lighting equipment and fuses where possible. Ensuring that all unnecessary lighting is extinguished when the building is closed.

- Ensuring that the programme of minor maintenance is followed through in accordance with the established energy management/building maintenance procedures. This will include the ordering of related materials and supervising some of the maintenance activities.

- Ensure all property compliance undertaken, as and when require, in accordance with Council Policies and Procedures, complying with all risk assessments and other

workplace Health and Safety and COSHH arrangement. This will entail mostly visual inspection and minor tasks.

- Liaising with line manager / property services on any maintenance matters which cannot be dealt with locally.

- Ensuring that litter is cleared from within the building and from all external surfaces within the curtilages 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.

- In the event of snow and frost, ensuring that reasonable pedestrian access within the grounds is kept clear. You may be required to operate salt spreading machinery around certain areas.

- Ensuring that policies and procedures for vehicular access and egress to the premises are implemented.

- Ensuring that materials and equipment delivered to the building are delivered in good time and stored appropriately.

- Ensuring that designated health and safety procedures are observed throughout the building and its grounds 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 possible.

- Taking and relaying messages, responding to enquires and operating the security door entry system.

- Undertake such training as West Lothian Council might reasonably require within working hours.

- In some establishments there may be a requirement to transport goods of varying description across the authority.

- Undertake certain aspects of administration, staff rotas, risk assessment and safe systems of work.

- If a qualified First Aider and AED operative, respond as required/requested to all 1st aid incidents, completing subsequent H&S and/or 1st aid incident reports.

- Other duties as requested by Facilities Officer, Facilities Manager or Group Facilities Manager.

**Qualifications, Skills, Knowledge**

Essential

- Experience of working in a customer service post.
- Demonstrable experience of managing and prioritising own workload and demonstrable experience of working to departmental procedures and guidance.
- Strong customer focus and communication skills, including verbal and written communication.
- Good numeracy skills.
- Able to communicate with staff at all levels in writing or verbally.
- Have a good general IT skill set and familiar with email and Microsoft Office. applications as well as basic PC operation.
- Hold a current driving licence, and after familiarisation be able to drive a tractor, van and electric cars.

Desirable

- Previous experience within a facilities management environment is desirable but not essential.
- Experience of Health and Safety practices in the workplace.
- Experience of building plant and equipment.
- Basic Health and Safety qualification(s).
- Basic first aid and AED qualification(s).
- Snow & ice clearance experience.

**Other Essential Information**

The post holder is required to pass a Police background security check (Enhanced Disclosure Check).