Recruitment Information Pack

Job Title	Administrative Assistant
Reference No	510.03
Location	West Lothian Civic Centre
Hours	36 hours
Salary	£28,455 - £30,595
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 Social Policy

Social Policy encompasses a wide range of services planned for and delivered to a large number of people with a spectrum of differing needs. Social Policy services have a duty to meet the needs of the vulnerable in communities.

Community Care

Community Care spans a wide range of services to adults and older people who have care needs. Services include Care at Home, Care Homes, Occupational Therapy, Sheltered Housing and Housing with Care, Support for People with Learning and Physical disabilities and Support for People with Mental Health Problems and Addictions.

The main aim of the service is to promote, enable and sustain independence and social inclusion for service users and carers.

Children & Families

The primary function of the teams and services within Children and Families is to ensure that children, young people and families can maximise their potential through the identification of additional support services and ensuring that children and young people are safe. The service delivers services that are child centred, developed in partnership with other organisations and with families themselves that tackle inequalities and focus on improved outcomes for children.

Criminal & Youth Justice Service

The main focus of the service is on providing services statutorily required through legislation for the assessment, supervision and management of offenders. The service supports offenders to live in the community an works to ensure that the aims of reducing reoffending are achieved.

Council Strategies

Social Policy has responsibility for the development and implementation of the Children's Services Plan, Public Protection Strategy, Reducing Reoffending Strategy, Older People Joint Commissioning Plan, Learning Disabilities Joint Commissioning Plan, Physical Disabilities Joint Commissioning Plan, Mental Health Joint Commissioning Plan, Substance Misuse Joint Commissioning Plan

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

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 26 (187.2 hours) or 31 (223.2 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. Employees can also take advantage of 20% off membership and free joining fees with West Lothian Leisure. 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

Job Title	Administrative Assistant
Reports to:	Team Supervisor
Location:	West Lothian Civic Centre

Purpose of the job

To provide effective and high quality administrative and clerical support to teams across Social Policy and to support the statutory services including Public Protection and Justice Services.

Job Scope

Reporting to a Team Supervisor and working as part of the wider Social Policy Finance and Administrative Support Team the post holder will provide a range of administrative and general clerical activities to teams across Social Policy. The post holder will have an agreed office location as a base but may be required to provide cover and work in any Social Policy location across West Lothian to meet planned or unplanned demands as and when the need arises.

Principal Accountabilities/Key Tasks

Assist team managers in managing mailboxes and directing service requests to designated staff.

Liaise with a range of multi-agency professionals to co-ordinate, minute and administer all Child and Adult Protection Initial & Review Case Conferences, Looked After Children Reviews, SORG, MAPPA, Adult Placement Panel and Fostering and Adoption Panel.

Ensure minutes of all meetings are distributed in accordance with local, regional and national guidance, procedures and timescales and to a standard that would be acceptable as evidence within legal proceedings.

Undertake general duties including minutes, reports, mail, photocopying, filing, arranging meetings, events etc.

Demonstrate and advise staff on the use of procedures and systems

Identify and resolve operational problems, taking ownership for solutions.

Input and maintain accurate records to a range of systems including databases, spreadsheets, payment systems, office diaries etc.

Handle and maintain accurate records of financial expenditure ensuring compliance with Council (or Health) procedures, including section payments, locum payments and management of petty cash including banking and reconciliation.

Compile statistical and financial information undertake simple calculations as required

Receive and process relevant documentation from Social Policy teams or external providers/agencies

Raise and approve invoices and purchases on PECOS / purchase cards in line with authorised levels

Undertake duties of LRO and TMS administrator

Assist team supervisors in enquiry and complaint handling, maintaining CRM and liaising with elected members, senior council staff and members of the public as required.

Support social work professional in requests for Subject Access Requests, File Reading and FOIs.

Support senior managers and group managers in the collation of evidence for IIP, CSE and WLAM

Support teams with the development of publicity material and newsletters, training material and information on the internet and intranet.

Facilitate customer satisfaction surveys and service user questionnaires, collating responses and identifying themes or trends

Qualifications, Skills, Knowledge

Essential

Excellent customer service and interpersonal skills with an ability to communicate effectively with service users, colleagues and managers at all levels.

Good written skills, with an excellent attention to accuracy and detail

Good organisational skills

Display initiative and an ability to take ownership to solve problems

Ability to work flexibly to meet competing and unforeseen demands and to tight deadlines

Confident in the use of IT systems

Desirable

Knowledge of council or social work procedures/processes

Experience in cash handling, banking and reconciliation

An interest /knowledge in issues relating to Child and Adult Protection, Looked After Children and Justice Services.

Educated to NC Level 6/Higher /Skills for Work Level 6, Modern Apprentice SVQ3

PERSON SPECIFICATION

Person Specifications must not contain any unjustifiable requirements that may exclude any person from applying for the job e.g. stating that the person must be energetic, if this is not a demonstrable skill required of the job; or requires to have a number of years' experience.

Post Title:	Administration Assistant	Grade: 3
Service:	Social Policy	
Area:	Administration Support	

Requirements (E = Essential; D = Desirable)	E	D
Education/Training/Qualifications		
Educated to NC Level 6/Higher/Skills for Work Level 6/Modern Apprentice SVQ3		D
Previous Experience (Paid & Voluntary Work)		
Cash handling, banking, and reconciliation		D
Skills/Abilities/Knowledge		
Knowledge of Council or Social work procedures/processes		D
An interest /knowledge in issues relating to Child and Adult Protection, Looked After Children and Criminal Justice		D
Good written skills, with an excellent attention to accuracy and detail	E	
Excellent customer service and interpersonal skills with an ability to communicate effectively with service users, colleagues and managers at all levels	E	
Confident in the use of IT systems	E	
Ability to work flexibly to meet competing and unforeseen demands and to tight timescales.	E	

Personal Qualities (e.g. needs to remain calm in a crisis or needs to have ability to deal with challenging behaviour) Good organisational skills Display initiative and an ability to take ownership to solve problems	 E E	
Other Requirements Enhanced disclosure / non police personnel vetting as required for the role		