Recruitment Information Pack

Job Title	Supply Receptionist
Reference No	510.15
Location	Various Locations
Hours	0 hours
Salary	£14.27 - £14.51 per hour
Status	Supply

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

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 (223.1 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	Supply Receptionist
Reports to:	Ranger Services Manager
Location:	Various Locations

Purpose of the job

Reporting to the Ranger Services Manager, the post holder will provide an excellent customer service through the Visitor Centres – visitor reception, facility booking & information, sales, administration.

Job Scope

The post holder will deliver an efficient operation at any of the Country Parks' Visitor Centres, providing a welcome to all visitors and promoting West Lothian and its facilities.

Principal Accountabilities/Key Tasks

- Provide a warm welcome to all visitors, ensuring all enquiries are treated courteously and in accordance with service standards.
- Provide an information advisory service on West Lothian's open space resources to ensure maximum enjoyment by visitors.
- Assist in co-ordination of the telephone system and enquiries. Interpret, data entry and reroute enquiries on CONFIRM to the appropriate officer, if it is not possible to resolve them at first point of contact.
- Maintain a vending, confectionery, craft and farm produce sales service (includes maintaining appropriate equipment, stock management and customer orders).
- Facilitate the booking service for the use of Country Park facilities, ensuring accurate records in accordance with work procedures.
- Daily financial reconciliations, production of financial reports, adherence to financial management procedures.
- Discretion in handling material of a confidential/sensitive nature.
- Perform administrative duties as required (includes recording and distributing incoming and outgoing mail, letter and report production, statistical reports).
- Review, maintain and manage accurate computer and paper records of work activities as required.
- Report faults and maintenance requirements.

- Proactively identify service improvements required and assist in their introduction.
- In line with Health and Safety requirements follow all safe systems of work and risk assessments in carrying out your duties.
- Ensure the Visitor Centre reception and outdoor environment are presentable at all times.
- When required open / close visitor centre and facilities.
- Assist in the training of other receptionist staff.

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time depending on the requirement of the Service without changing the general character of the duties or the level of responsibility.

Qualifications, skills, knowledge

Essential

- SVQ Admin Level 1 or NC Business Administration or equivalent experience.
- Proven reliability and experience in cash handling procedures.
- Good experience and confidence in delivering excellent all-round customer service.
- Good communication, literacy and diplomacy skills.
- Capable of working with minimum supervision.
- Able to fully utilise standard Microsoft Office products.
- Demonstrate ability to work efficiently and in an organised manner.
- Enthusiasm and motivation.
- Demonstrate excellent time management.
- Attention to detail.

Desirable

- Good knowledge of the services provided by Country Parks.
- Knowledge of West Lothian and its open spaces.
- Full UK driving licence.
- Emergency First Aid.
- Knowledge/experience of CONFIRM Environmental.

Other Essential Information

Summer and Winter shifts vary. Times vary (day and early evening shifts, 7 day opening) dependant on Visitor Centre location.

The postholder must demonstrate a flexible approach to work, providing additional cover through the staff emergency rota list. Examples of cover required include annual leave of fellow receptionist staff, cover for sickness absence, authorised staff absences.