Recruitment Information Pack

Job Title	Administration Assistant
Reference No	510.17
Location	West Lothian Civic Centre
Hours	23 hours
Salary	£28,455 - £30,595 pro rata
Status	Fixed Term until 31 March 2027

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.

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About Planning Economic Development and Regeneration

Planning Economic Development and Regeneration covers the functional areas of Economic Development & Regeneration, Environmental Health and Trading Standards, and Planning Services. Much of the work of the service is regulatory in nature, covering a range of statutory processes including planning applications, building warrants and various licence applications and preparation of the development plan for West Lothian. In addition these regulatory functions cover food safety, workplace safety, trading standards, metrology and a range of consumer and environmental protection activities.

One of the key roles of the service is increasing and supporting economic activity in West Lothian, through proactive engagement with the business sector and promoting and supporting West Lothian as an attractive place to invest and do business.

Economic Development & Regeneration

Economic Development & Regeneration has a key role in monitoring the West Lothian economy and delivering services to individuals and businesses to help deliver the conditions for economic growth in West Lothian. The Business and Enterprise team deliver support, advice and assistance to individuals starting up businesses in West Lothian, assist existing companies to safeguard jobs and grow and expand locally and help attract new firms to relocate to the area. The employability and Regeneration Team engage with individuals and communities to improve their life chances and promote regeneration. The service is also responsible for the community Planning Partnership.

Environmental Health and Trading Standards

The role of environmental health is to protect and enhance the application of statute, the health, welfare, environment, safety and trading market place of the people of West Lothian. Teams within the service deliver protection in relation to food quality, health and safety at work, pollution control, animal health, welfare and control, pest control, consumer protection and compliance with fair trading legislation.

Planning Services

Planning Services carries out the statutory planning and building standards functions of the council in addition to the Education Planning requirement which has a key role in ensuring that sufficient education capacity exists in West Lothian for predicted levels of demand in nurseries and schools across the area arising from new development. The service seeks to promote sustainable economic development and ensure protection of the environment.

Council Strategies

Planning Economic Development and Regeneration has responsibility for the development and implementation of the Strategic Development Plan, the West Lothian Local Development Plan, the Economic Strategy and the Climate Change 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 revise the closing date for receipt of applications. 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 letter 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 across the calendar year. 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 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	Administration Assistant
Reports to:	Team Leader
Location:	West Lothian Civic Centre

Purpose of the job

To provide effective and efficient administrative support to Access2Employment and Economic Development, contributing to the smooth and effective delivery of employability services and associated programmes. The postholder will support the administration, coordination and monitoring of service activity, ensuring that information and records are maintained accurately and in accordance with organisational, contractual and funding requirements.

Job Scope

To undertake a range of administrative and client-facing duties that support professional staff in the effective delivery of employability provision across West Lothian and the wider functions of Economic Development. The postholder will have a particular focus on client interaction, responding to initial enquiries and supporting the effective allocation of clients to the most appropriate service or programme. The role will also contribute to the accurate recording, coordination and administration of service activity in accordance with organisational, contractual and funding requirements

Principal Accountabilities/Key Tasks

- Provide a range of administrative support to Access2Employment and Economic Development, including word processing, photocopying, scanning, database input and maintaining accurate records.
- Act as an initial point of contact for clients, partners, other stakeholders, responding to telephone, email and face-to-face enquiries in a helpful, professional and appropriate manner and directing enquiries to the relevant member of staff or service.
- Support the initial administration and allocation of clients to the most appropriate employability service, programme or professional member of staff, ensuring relevant information is recorded accurately and in line with service, eligibility, funding and contractual requirements.
- Schedule client appointments and support advisers with diary management and other administrative arrangements, ensuring clients are appropriately contacted and appointments are recorded accurately.
- Maintain accurate and up-to-date client records and electronic databases, ensuring information is recorded in accordance with organisational procedures, data protection requirements and the requirements of relevant funding programmes.
- Assist with the administration of employability activities, meetings and events, including arranging venues, preparing Microsoft Teams meetings, circulating information and maintaining attendance records as required.

- Assist with the collection, collation and production of management information and statistical data to support service monitoring, performance reporting and funding requirements.
- Undertake document management, ensuring client and service records are maintained securely and can be accessed appropriately when required.
- Maintain stocks of stationery, forms, leaflets, promotional materials and other resources required by the service, ordering or requesting supplies as appropriate.
- Support the preparation and distribution of service information, promotional materials, correspondence and other communications to clients, partners and stakeholders.
- Provide general administrative support to professional staff across Access2Employment and Economic Development, contributing to the effective and efficient delivery of employability services.
- Undertake any other duties appropriate to the level and nature of the post which contribute to the effective operation of Access2Employment and Economic Development

Qualifications, Skills, Knowledge

Essential

- Good IT skills, including Microsoft Word, Excel, Teams, email and internet applications, with the ability to use databases and other digital systems effectively.
- Experience of providing general administrative support within a busy professional environment.
- Experience of providing good customer service, including dealing confidently and appropriately with telephone and face-to-face enquiries.
- Good communication and interpersonal skills, with the ability to communicate effectively with a range of clients, colleagues and stakeholders.
- Ability to organise and prioritise workload, manage competing demands and work to deadlines.
- Ability to maintain accurate records and handle confidential and sensitive information appropriately.
- Ability to work effectively as part of a team and provide support to professional colleagues.

Desirable

- Experience of using client management or case recording databases, such as Helix or similar systems.
- Awareness and experience of using PECOS.
- Experience of working within an employability, local authority, public sector or similar customer-focused environment.
- Experience of using Canva and/or PowerPoint to produce basic information or promotional materials.