# Recruitment Information Pack

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| Job Title | Quality Development Officer |
| Reference No | 510.45 |
| Location | West Lothian Civic Centre |
| Hours | 36 hours |
| Salary | £41,050 - £44,955 |
| Status | Fixed Term until 30 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.

# 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**

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| **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.<br><br>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.<br><br>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. |

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| **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.<br><br>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**

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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 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.<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** | All employees are entitled to an annual review with their manager, to identify any development needs and set objectives |

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| **Review** | 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.<br><br>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**

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| Job Title | Quality Development Officer |
| Reports to: | Service Development Officer |
| Location: | West Lothian Civic Centre |

## Purpose of the job

As part of the Performance and Change service within HCBS, this role involves close partnership working with the Improvement Team, Service Development Officers, Systems Admin and our Customer Experience Team to shape service developments and improvements across the service to improve customer service delivery.

The role involves continuous improvement in service delivery across HCBS through utilising a range of service development methods. You will ensure the service is prepared to meet all requirements of regulatory and corporate frameworks and standards and will undertake the provision and maintenance of quality assurance functions for HCBS covering both operational and strategic service delivery activity.

This role will be involved in a wide range of development projects to improve outcomes and performance in line with corporate, regulatory and service priorities. You will be required to enable and contribute to the planning and development of the work of the Improvement Team within Performance and Change, including assessment and review functions, performance, research and analysis and customer involvement.

You will also review and contribute to service communications across a range of methods and platforms using insights from customer enquiries, complaints and feedback.

## Job Scope

The post holders will provide the main point of contact for all customer engagement activities.

The holder will also provide essential data analysis in regard to all elements of performance.

The post holders will play a key role within the service in the definition, development, maintenance, reporting and implementation of compliance related functions. It will be essential to drive forward service improvement activity to best meet the needs of the service as we seek to continue to improve our approach and outcomes for our customers from what we learn from our analysis.

To ensure service development activity stems from intelligence led identification of risk, skill/knowledge gaps and areas for improvement through delivery of the Improvement Team's schedule of Assessment and Review. This involves audit functions, compliance/reality checking, and reviews of service activity.

To undertake service reviews of policy and procedure, production of review reports with recommendations for improvements, flagging of risk and identification of potential efficiency measures in line with service and corporate priorities.

Identify where the service is failing to identify service improvements or address service failures and provide a consultancy role to address these issues. To provide and maintain quality assurance functions, lead on service improvement projects, complaints management and service redesign for HCBS covering both operational and strategic service delivery activity.

**Principal Accountabilities/Key Tasks**

The post holders will provide the main point of contact for all customer engagement activities. The holder will also provide essential data analysis in regard to all elements of performance.

Ensuring relevant correspondence, reports, and service input to corporate reporting is completed to deadlines and to a high standard.

Development of systems of monitoring, analysis and reporting to monitor and improve the service performance related to compliance functions.

Working closely with the head of HCBS, the Chief Executive office, elected members, the senior management team and all staff across the service and wider council in seeking appropriate resolutions.

Development of new strategies, processes and initiatives using best practice in the field to support and drive forward learning and improvement activity from analysis and monitoring performance, outcomes and feedback.

Communicating information, guidance and utlising sound judgement to ensure compliance to standards and deadlines, and to achieve good decisions and desirable and fair outcomes when managing complex cases.

Working with the wider Performance and Change Team to ensure customer views, improvement actions and feedback are utilised to full effect in effective service development activity.

Representing the service at practitioner level and corporate groups across WLC.

**Qualifications, Skills, Knowledge**

Essential

Educated to degree level in relevant discipline, performance management, business administration or equivalent relevant experience.

An understanding of housing and data protection legislation.

Experience of working in a customer focused environment

Experience working to improve services.

Ability to manage a range of activities and to work to tight deadlines

Experience of implementing change and improvements using a customer focused business approach.

Ability to foster and maintain excellent working relationships with colleagues, partners and service user representatives

Excellent written communication, negotiation and presentation skills

Demonstrates excellent data analysis skills.

Ability to prioritise and remain focused and organise your own workload

Desirable

Knowledge of HCBS related compliance frameworks, charters and excellence models, including performance systems and processes

Experience of working on cross-service projects

Understanding of WLC corporate priorities and outcome-based service delivery strategies.

Experience of working with service users and working groups

Experience of working in a fast-paced environment and manages well under pressure.

Ability to produce high quality reports tailored to different audiences, including executives, senior management, and tenants.

Experience of development and deploying training programs of work.

Has a firm grasp of best practice in relation to complaints handling.

Experience handling Freedom of Information and Subject Access Requests

Experience in deploying Unacceptable Action Policies and/or procedures

## 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. | | | |
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| Post Title: | Quality Development Officer | Grade: Grade 6 | |
| Service: | Housing, Customer and Building Services | | |
| Area: | Performance and Change | | |
| Requirements (E = Essential; D = Desirable) | | E | D |
| **Education/Training/Qualifications** | | | |
| Degree in Housing and or related qualification | | E | |
| **Previous Experience (Paid & Voluntary Work)** | | | |
| Experience of quality systems | | E | |
| Significant experience of public and/or housing sector | | E | |
| Experience of implementing change and improvements using a customer focused business approach. | | | D |
| Can evidence a record in championing a customer-centric approach to service developments | | | D |
| Experience of working in a Customer Focused environment | | | |
| Experience of relevant legislation | | E | |
| Experience of development and deploying training programs | | E | |
| | | | D |
| **Skills/Abilities/Knowledge** | | | |

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| Highly developed communication and influencing skills | E | |
| Excellent research and analytical skills | E | |
| Relevant assessment and review experience | E | |
| The ability to form proposals based on intelligence, and outline these effectively to a range of audiences | E | |
| Relevant skills in service development | E | |
| Adopts a creative approach on issues and service developments | | D |
| Experience of quality assurance systems | | D |
| Ability to produce high quality reports | E | |
| Knowledge of WLC priorities | | D |
| Knowledge of HCBS policies and procedures | | D |
| **Personal Qualities (e.g. needs to remain calm in a crisis or needs to have ability to deal with challenging behaviour)** | | |
| Customer focused approach | E | |
| A passion for building better outcomes for people | E | |
| Self-motivated and ability to work with minimal supervision | E | |
| Maintains confidentiality when working with sensitive information | E | |
| Works well under pressure | E | |
| Works to deadlines | E | |