Recruitment Information Pack

Job Title	Allocations Team Leader
Reference No	510.57
Location	West Lothian Civic Centre
Hours	36
Salary	£41,050 - £44,955
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 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

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. 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. 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.

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. 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

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 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. 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. 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. 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

Job Title	Allocations Team Leader
Reports to:	Allocations Manager
Location:	West Lothian Civic Centre

Purpose of the job

To work in a senior capacity within the Allocations team providing support to the manager and to take a leadership role in the day-to-day tasking and management of the team of officers and assistants who deliver the front line service in relation to the council's Allocation Policy. You will ensure that the approach to all service delivery are delivered flexibly, innovatively and responsibly to meet customer demand.

The primary focus of this post is to be responsible for working with the mangers across Housing Need to meet the council aims of managing and meeting the demand for social housing, and to ensure that homelessness is prevented wherever possible.

The team leader will ensure the team deliver on our objectives to manage applications for housing and provide offers of property in accordance with agreed procedure for the allocation of council housing. You will also work to maintain our close partnership working arrangements with other social housing providers to deliver housing options across all tenures, and to maintain the Common Housing Register in West Lothian.

You will have responsibility for ensuring that best practice standards are upheld by staff involved in the process in assessing, matching, offering and amending applications, and that all performance targets are achieved. You will also deliver guidance and training to staff to encourage compliance with procedures and practice, and to develop the skills and capacity of the team in terms of meeting their own targets, and service priorities

Job Scope

- To co-ordinate & facilitate the workloads, support & supervision of the Allocations Team.
- To motivate & support the team to deliver a comprehensive & quality service to those in housing need.
- Creating and implementing new services and processes relating to allocations, dealing with various departments to ensure services continue to develop. You will ensure policy and procedures documents are in-keeping with current legislation.
- Work in partnership with Common Housing Register partners and other Registered Social Landlords who have nomination agreements in place with WLC.
- To manage complaints, requests for information and elected member/senior officer enquiries as required and provide a point of contact for enquiries from the public, on matters and complaints related to the team areas of responsibility.

- To ensure there is a strong focus on continuous improvement and performance management in relation to managing the allocations team, and deriving good results from the officers and assistants within the team
- To undertake improvement activity relating to allocations functions where required, and identifying poor performance, areas for improvement and process development as needed
- To work with colleagues across Housing Need to secure a good outcome, prevent homelessness, deliver services at the point of need, and to ensure customer focus is maintained by all the team.
- To participate in activities that relate to capacity building and succession planning, supporting staff to develop new skills and gain new experience

Principal Accountabilities/Key Tasks

- The Team Leader will supervise and support the allocations team by coordinating their workload and rotas in order to meet the business needs

- The post holder will be responsible for mandatory aspects of staffing including attendance management, first level sickness absence, supervision and employee ADR (Appraisal Development Review) including identifying training requirements for team. They will also provide support, advice and guidance to all colleagues as required.

- To provide specialist, professional advice & support to Allocations Officers and Allocations Assistants, encouraging them to adopt approaches in keeping with policy/procedure, legislation requirements.

- Deputise for the manager as & when required, this may include attending meetings, responding to councillor enquiries, head of service enquiries and address urgent issues in the absence of the manager.

- Responsible for delivery of the Allocation of accommodation in compliance with policy and legislation.

- Communicate effectively across HCBS on performance and issues relating to our allocation and letting process.

- Report at senior level on a weekly basis to form development and strategic planning is enabled with business intelligence and best practice across the sector.

- Input into the process of turnover of accommodation as required stock in line with council guidelines.

- Conduct quality checks in line with organisational guidance to ensure the team are meeting key performance & legislative requirements.

- Develop & maintain professional relationships with internal & external partners who are responsible for the provision of accommodation through local managers and other social housing provider.
- Routine audit of relevant paperwork in accordance with the agreed organisational and legislative standards.
- Produce reports and attend meetings as required in line with organisational expectation/good practice and statutory requirements.
- Provide statistics to senior management and relevant organisations where required.
- Develop and encourage good relationships within the team and our common housing register and other accommodation supply partners
- Provide specialist, professional advice and support to all council departments encouraging them to adopt approaches in keeping with policies/procedure, legislative requirements.
- Contribute positively in a supporting role for collection & management of performance systems and monitor the achievement of agreed performance targets and objectives taking account of local, corporate and statutory objectives.
- Co-ordinate and when necessary participate in interagency working to resolve complex issues, which involve various services, attend case conferences with partner agencies to achieve sustainable resolutions to meet the need of the tenant and the wider community.
- Work in partnership with support services and multi agencies to identify and provide suitable accommodation to high risk offenders. Ensuring sensitive information is managed appropriately in line with legislation and internal MAPPA/council policies.
- Operate within the council's corporate policy on complaints, records management, and FOI/SAR are dealt with as per organisational procedure.
- Deal with member enquiries as per organisational procedure and work with local elected members to ensure that enquiries are resolved in accordance with agreed standards.
- Participate fully in initiatives, self-assessment, working groups and boards relating to delivery of allocations functions, housing supply and to develop the housing need service and improve our services to customers
- Ensure adherence to all HR and corporate council policy by team members, and in your line management role in relation to staff.

Qualifications, Skills, Knowledge

Essential

- Be qualified to CIH level 4 in Housing or equivalent housing experience
- Or 2 years relevant experience of managing a team
- Significant experience of working in a Housing environment
- Core IT skills and experience of MS packages such as word/excel
- Strong teamwork and collaboration skills
- Ability to work to deadlines under pressure
- Strong skills in driving forward performance related work, and experience of improving performance through focussing on results
- Advanced working knowledge and direct experience of delivery of allocations process and policy

Desirable

- Knowledge of wider Housing Need legislation and processes
- Knowledge and experience of service improvement activity
- Attention to detail and audit experience
- Experience of managing HR processes in relation to the line management of staff
- Experience of writing reports and presenting information to a range of audiences
- A strong commitment to developing yourself into a leadership role within Housing Need