Recruitment Information Pack

Job Title	Support Assistant
Reference No	510.68
Location	West Lothian Civic Centre
Hours	36 hours
Salary	£32,134 - £34,011
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.

West Lothian Council is committed to paying its employees a fair wage and, as part of this commitment in April 2016, the Council became a Living Wage accredited employer. This means that the council pays the Living Wage rate to all employees earning less than £8.75 per hour and has made an on-going commitment to ensure that it continues to pay the Living Wage in years to come

About Finance and Property Services

Finance and Property Services is one of the council's key enabling services, ensuring that the council can continue to provide high quality front line service, deliver outcomes and fulfil the needs of communities.

Audit, Risk and Counter Fraud Unit

Audit and Risk Management is responsible for ensuring that there is a corporate framework in place to enable the council to effectively manage its key risks. The unit also audits key risks, performance information and reviews matters of concern, this includes investigations into allegations of fraud or irregularity. Following an audit action plans are agreed with each service to address any identified issues.

Financial Management Unit

Financial Management Unit provides a wide range of financial services and is responsible for both short and long term financial strategy for both revenue and capital resource. Other core activities support and enable service delivery across the council and include insurance cover and advice, VAT and treasury management, accounts payable as well as budget preparation and monitoring.

Property Services

Property Services delivers a range of asset management services for internal and external customers, from the strategic direction of the council's property portfolio through to management of utilities and operational property budgets. The unit is also involved in the development of property to promote economic activity in support of local business and industry. Professional services include valuation of land and property, as well as maintenance of property records. It also provides multi-disciplinary professional and technical construction related services, with a strong corporate approach to the lifecycle management of the council's assets.

Revenues Unit

The Revenues Unit is responsible for council tax and business rates billing and collection, the administration of housing benefit, council tax reduction scheme and the Scottish welfare fund. The unit provides a front line service to recipients of benefits which includes, processing claims, assessing benefits as well as payments to claimants and landlords. The unit is responsible for rent collection and all miscellaneous income.

Advice Shop

The Advice Shop is a free, impartial and confidential service to help the people of West Lothian with a focus to alleviate poverty and to promote inclusion and equality through advice assistance and advocacy.

Council Strategies

Finance and Property Services has responsibility for the development and implementation of the council's Revenue Budget Strategy, Capital Strategy, Asset Management Strategy, Corporate Procurement Strategy and Risk Management 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. . If you have started to apply for a post on line and the closing date is changed you will receive an email alert informing you of the revised closing date.

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.
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.
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 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 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.

West Lothian Council

Job Description

Job Title	Support Assistant
Reports to:	Business Manager
Location:	West Lothian Civic Centre

Purpose of the job

To provide a comprehensive, administrative and research support to Elected Members.

To support Elected Members through acting proactively on their behalf. Liaising with council officers and outside bodies and other agencies to resolve issues

Job Scope

The post holder works at the specific direction of elected members and reports to the Business Manager for line management purposes.

The post forms part of a team in Member Services providing the full range of administration, clerical and research services to Elected Members.

Principal Accountabilities/Key Tasks

Provide a customer focused support service to the Administration/Opposition Group and have a clear understanding of the sensitivity of the political context of the post.

Provide comprehensive admin support and research service that will allow the Elected Members to make the best use of their time on constituent duties.

Deal with a wide range of complex enquiries on behalf of Elected Members both internal and external to the Council, resolving and responding as appropriate.

Liaise with council services for the provision of professional support and advice as necessary for Elected Members.

Compose correspondence on behalf of Elected Members.

Continually track, monitor and take ownership of enquiries and complaints through to resolution and to the satisfaction of Elected Members.

Ensure that work will be handled efficiently with discretion to the Elected Members in their absence and in accordance with council values and procedures.

Provide a contact point for any visitors wishing to see Elected Members.

Customer Service Excellence CSE
Living Wage Foundation
EFQM Recognised for excellence 5 star - 2016

Organising and maintaining diaries, making appointments and meeting and greeting visitors at all levels of seniority.

Ensure the timely organisation of surgeries and suitable venues.

Undertake that duties such as typing, general correspondence review, reports, copying and managing an electronic filing system are carried out effectively.

Screening phone calls, enquiries and requests, and handling them when appropriate

Proactively identify problems, propose solutions and rectify errors within the context of the role.

Arrange travel, visas and accommodation and, occasionally, travelling to take notes or dictation at meetings or to provide general assistance during presentations;

Design and prepare document templates and prepare non-standard correspondence on behalf of Elected Members

Have an understanding of Data Protection and the sensitivity of the political context of the post.

Ensure appropriate inventory and monitoring procedures are in place for resource stock levels, ordering supplies and handling invoices through PECOS system within budgetary provision.

Ensuring health and safety standards are maintained within the office environment.

Provision of general administrative support duties as directed by the Business Manager

Qualifications, Skills, Knowledge

<u>Essential</u>

Educated to at least HNC standard or have equivalent relevant experience

Customer focused with the ability to be tactful, diplomatic and discrete in handling confidential and sensitive information

Knowledge of local structures and workings of Local Government.

Ability to evaluate information from a variety of sources

Excellent written and oral communication skills

The ability to use own initiative to identify problems, make and implement decisions

Excellent word processing and IT skills, including knowledge of a range of software packages;

Good organisational and time management skills

An adaptable and flexible attitude

Desirable

An understanding of issues related to local government and public affairs in Scotland.

Other Essential Information

Fixed office based post