

The Highland and Western Isles Valuation Joint Board

Assessor and
Electoral Registration Officer

Headquarters
Moray House
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Inverness IV1 1QY

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www.saa.gov.uk/h-wi-vjb

Administrative Assistant - Inverness

Post: Administrative Assistant
Location: Moray House, 16-18 Bank Street, Inverness
Hours: 35 hours per week
Grade: AP1
Salary: £24,169.60 - £25,516.40 per annum
Contact: Anca Baditoiu - anca.baditoiu@highland.gov.uk

Job Purpose

To undertake a wide range of administrative duties to support the management team and the Electoral & IT Support Officer. You will assist in the delivery of major projects including the annual canvass of electors and elections. Outwith these periods, you will act as a day-to-day contact for IT issues, update the department's websites, deal with queries from electoral canvassers and members of the public. You will also assist with updating various documentation, assist with IT set-up and handling issues related to IT. Due to the nature of the post, the work location is office based however, some limited home working may be available. You should also be able to deal effectively with change due to legislation changes or changes in business needs.

Further Information

Each of the 32 local Councils within Scotland is a valuation authority and responsible for appointing an Assessor. The Assessor is responsible for assigning a value to properties for tax purposes:

- The Council Tax list records the Council Tax band of every home in Highland and Western Isles.
- The Valuation Roll records the owners, occupiers, and rateable values of business premises.

The Electoral Registration Officer compiles the Electoral Register which lists the names and addresses of everyone registered to vote in all UK and Scottish Parliament elections and in Local Government elections.

The Highland & Western Isles Valuation Joint Board is made up of 10 elected members:

- 8 from the Highland Council
- 2 from Comhairle nan Eilean Siar (The Western Isles Council)

The Board appoints and is responsible for the administrative oversight of the Assessor and Electoral Registration Officer.

The post is a general administrative position in the department's central administration team. The duties are diverse and subject to change as the needs of the department alter. The successful applicant should be a team player by nature with good communication skills. Professionalism, self-motivation, and an ability to problem solve will be required to carry out the role. The successful applicant should always act with honesty, integrity, and self-respect. The post holder will be expected to act on their own initiative with a minimum of supervision and must be able to cope with diverse work activities, sometimes under pressure.

Employees of the Highland & Western Isles Valuation Joint Board are required to undertake a basic Disclosure check. The successful applicant may be required to work overtime at times of peak pressure to meet work deadlines.

Salary placing will normally be at the first point of the scale.

Employee Benefits

The Highland & Western Isles Valuation Joint Board is committed to their employees and offers an excellent benefit package that can include:

- Competitive salary with an incremental scale and annual pay review.
- 21 days paid holiday plus 14 Public paid holidays (pro rata for part-time staff), rising to 26 days paid holiday (pro rata for part-time staff) after 5 years continuous service at the commencement of the next leave year.
- Pension Scheme, including employer's contribution of 19.5%.
- For members of the Local Government Pension Scheme there is an opportunity to join the Salary Sacrifice Shared Cost AVC Scheme.
- A genuine commitment to the health and wellbeing of our employees.
- Family Friendly staff policies (including maternity, shared parental, adoption, and ordinary parental leave).

If you are interested in working for the Highland & Western Isles Valuation Joint Board and being part of a team providing a first-class service, please view the job description and person specification below.

1. Job Description – Key Duties and Responsibilities

The post holder will carry out the following key duties and responsibilities:

- Assist in delivering elections, the annual canvass of electors and other key electoral events and projects;
- Assisting in the collation and interpretation of information obtained in connection with the preparation and maintenance of the register of electors;
- Liaising with print contractors and generating/providing data files for production of letters and forms;
- Carry out updates to websites;
- Assist with public engagement activities;
- Carry out mail merges as and when required;
- Update word templates and system generated templates;
- Assisting with phone setup including recording of messages;

- Monthly supply of electoral registers to political parties, elected members and other recipients, ensuring data protection principles are adhered to at all times;
- Assist with preparation of training notes for daily processes;
- Assist with set-up of IT equipment, scanning issues and any other issues that may arise;
- Ability to deal with complex information using Microsoft Office packages and internal IT systems;
- Responsible for the update of user asset lists;
- Assist in the setup and management of the department's SharePoint site;
- Responsible for maintaining e-mail distribution lists;
- Carry out user testing of new software and update test plans as required;
- Deal with day-to-day IT queries from electoral canvassers;
- Act as day-to-day contact for IT issues, both internally and externally;
- Assist the electoral registration section during peak times;
- The postholder will be expected to supervise and support clerical or other staff as appropriate;
- The postholder will be expected to deliver on the job training/coaching to other staff as appropriate;
- Deal with telephone calls relevant to the Central Admin Team;
- Carry out background research and analysis as requested by the management team or the Electoral & IT Support Officer;
- Working on projects from time to time in support of the management team and the Electoral & IT Support Officer;
- Undertake training relevant to the post;
- Provide cover in the absence of the Electoral & IT Support Officer;
- Process confidential, personal, and sensitive information.

2. Other Duties

You may be required to perform duties appropriate to the post other than those given in job description. The duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify reconsideration of the grading. As a result of such variations, it may be necessary to update this job description from time to time.

3. Person Specification – Essential Attributes

- Excellent ICT skills and proficient use of Microsoft Office packages including Word, Excel, Outlook, and SharePoint.
- A good general standard of education.
- Able to produce work of a high standard (accuracy and attention to detail).
- Ability to exercise discretion.
- Apply confidentiality appropriately, taking account of data protection.
- Excellent organisational, interpersonal, negotiation and communication skills.
- Able to work remotely as part of a team across multiple areas.
- Experience of dealing directly with the public.
- Work on own initiative and as part of a team.
- Excellent time management skills with the ability to prioritise constant and often conflicting demands.
- Manage own workload under pressure with the ability to cope with diverse work activities.
- Be able to adapt to change.

- Substantial experience in an administrative/clerical team-based environment.
- The ability to work with and support a range of colleagues spanning the organisational hierarchy, with the capability to handle a diverse workload.
- Ability to problem solve.
- Work with the minimum of supervision.
- Able to undertake training which is relevant to the post.
- Able to supervise and manage staff locally and across the organisation, as required.
- Hold the Association of Electoral Administrator's Certificate in Electoral Administration or be prepared to work towards this qualification.

4. Person specification – Desirable Attributes

- HNC or HND in Administration or equivalent.
- A relevant IT qualification.
- Experience of project delivery would be advantageous.
- Experience of working in a business support environment.
- Updating of websites would be advantageous.
- Association of Electoral Administrator's Certificate in Electoral Administration.

Candidates should demonstrate on their application how they meet the essential criteria.

5. Health and Safety

Health & Safety is an integral part of any role within the Highland & Western Isles Valuation Joint Board. As such we would expect that all employees:

- Undertake a continual program of Risk Assessment in relation to their role.
- Understand the importance of Health and Safety in the workplace and familiarise themselves with the Valuation Joint Board's Health & Safety Procedures.

