

The Highland and Western Isles Valuation Joint Board

Assessor and
Electoral Registration Officer

Headquarters
Moray House
16-18 Bank Street
Inverness IV1 1QY

Tel: 01463 575395
e-mail: assessor@highland.gov.uk
www.saa.gov.uk/h-wi-vjb

Clerical Assistant - Inverness

Post: Clerical Assistant
Location: Moray House, 16-18 Bank Street, Inverness
Hybrid working option available split between office and home
Hours: 35 hours per week
Grade: GS1-2
Salary: £19,838.00 rising to £21,345.64
Contact: Jackie Manson (jackie.manson@highland.gov.uk)

Job Purpose

To undertake a range of clerical duties including daily database processing and dealing with enquiries from the public. The postholder will provide a high quality, efficient and effective service to end users.

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 successful applicant should be a team player by nature with good communication skills and a sound understanding of health and safety. Professionalism, self-motivation and an ability to problem solve will be required in order to carry out the role. The successful applicant should act at all times with honesty, integrity and self-respect.

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 in order 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%.
- A genuine commitment to the health and wellbeing of our employees.
- Family Friendly staff policies including 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:

- Operate a range of in-house computer systems.
- Carry out all clerical tasks associated with the post.
- Deal with enquires from members of the public and others by letter and e-mail, on the telephone and at the public reception desk.
- Assist with maintenance of filing systems following appropriate Board policies.
- Prepare, save and send letters, and other documents as required.
- Process confidential, personal and sensitive information.
- Open and deal with incoming mail.
- Participation in special projects organised from time to time by senior staff.
- Assist senior staff with updating of excel spreadsheets and word documents.
- Promote and maintain a highly professional approach in dealing with the public.
- Behave at all times with honesty, integrity and self-respect.
- Process Electoral Registration forms including those arising from rolling registration and annual canvass.
- Process valuation and council tax list changes in line with the Board's statutory duties.

2. Other Duties

You may be required to perform duties appropriate to the post other than those given in job description. The particular 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

- Good literacy and numeracy skills.
- ICT skills including the use of MS Office applications.
- Apply confidentiality appropriately, taking account of data protection.
- Excellent communication and interpersonal skills.
- Able to work remotely as part of a team across multiple areas.
- Experience of dealing directly with the public.
- Reliability and commitment to the department.
- Work effectively to deadlines, work on own initiative and as part of a team.
- Be able to adapt to change.
- Manage and prioritise constant and often conflicting demands.

4. Person specification – Desirable Attributes

- Good general education along with relevant qualification at SVQ level 2 or equivalent experience.
- Experience in working in a business support environment.

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.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Valuation Joint Board's Health & Safety Procedures.

