

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

Divisional Valuer - Inverness

Post: Divisional Valuer
Location: Moray House, 16-18 Bank Street, Inverness
Hours: 35 hours per week
Grade: PO15-18
Salary: £51,444.12 - £55,055.91 per annum
Contact: Stephen MacKenzie (stephen.mackenzie@highland.gov.uk)

Job Purpose

To manage, direct and co-ordinate a team of professional, technical, administrative and clerical staff in compiling and maintaining the Valuation Roll and Council Tax Valuation List.

To undertake highly complex valuations and dispose of appeals identified by the Assessor.

Carry out timeous delivery of statutory functions on behalf of the Assessor.

The postholder will report directly to the Assistant Assessor.

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 involves responsibility for the management, direction, co-ordination, training and development of employees or others. This includes monitoring the performance of the group or team, evaluation of the work carried out and prioritising areas of work.

Accountable to the senior management team you will be responsible for the assessment of complex needs or service requirements and managing the quality and provision/delivery of programmes of activities or services. This will include contributing to the design, development and improvement of programme of activities or services.

The post involves a requirement to work with, deal with, or come into contact with individuals who make substantial additional demands on the jobholder i.e., dealing with conflict, escalated complaints etc. This is an integral part of the job.

You must have the ability to fit into an existing team while enhancing the strength of the organisation.

Employees of the Highland & Western Isles Valuation Joint Board are required to undertake a basic Disclosure check. You must be a professional Member of the Royal Institution of Chartered Surveyors. The successful applicant may be required to work overtime at times of peak pressure in order to meet work deadlines. Overtime rates for this post will be capped.

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 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:

- Manage, direct and co-ordinate a varied team to ensure timeous delivery of statutory functions on behalf of the Assessor for HWIVJB.
- Ensure statutory obligations in respect of Valuation Roll and Council Tax Valuation List are met.

- Assess, manage and improve the delivery of service provision.
- Implement, monitor and assess any changes or newly implemented procedures.
- Provide specialist advice and guidance to staff in all valuation matters, both domestic and non-domestic, including statute and case law.
- Create and maintain a work programme plan ensuring that timetable restrictions are met including valuation, revaluation cycles, annual cycles, KPI targets and appeal timetables.
- Plan, co-ordinate and allocate work to the valuation team, ensuring that statutory deadlines are met.
- Be responsible for the implementation of the HWIVJB's personnel policy, procedures and practice in respect of the professional, technical, administrative and clerical staff that make up the valuation team, e.g., recruitment and selection of staff, undertaking employee review and development plans, managing/monitoring sickness absence and undertaking disciplinary and grievance processes etc. and other Board policies on operational management.
- Undertake highly complex valuations for non- domestic properties and also domestic property valuations.
- Facilitate detailed and highly complex measurement, survey and valuation of all types of property.
- Contribute to the specification of valuation and analysis strategies and requirements.
- Preparation of reports for revaluations.
- Represent the Assessor at the Scottish Assessors' Association, as and when required and to be an Associate Member of the Scottish Assessors' Association.
- Prepare and implement schemes of value for different classes of property and assist in the preparation of national schemes of value.
- Arrange for the disposal of appeals against Valuation Roll or Valuation List entries by way of meeting with ratepayers or their agents to settle valuation appeal matters.
- Prepare cases for hearing by the First-tier Tribunal for Scotland – Local Taxation Chamber, the Upper Tribunal for Scotland, or the Court of Session.
- Act as expert witness at appeal hearings and brief Counsel.
- As a Chartered Surveyor, act as formal advocate and conduct Council Tax appeals for the Assessor at hearings of the First-tier Tribunal for Scotland – Local Taxation Chamber.
- Deal with escalated complaints from council tax/ratepayers or their agents.
- Undertake major contractors principle valuations throughout the valuation area.
- Promote and maintain a highly professional approach in dealing with the public.
- Behave at all times with honesty, integrity and self-respect.

2. Other Duties

- Design and develop processes to assist in the valuation of property.
- Developing and/or managing information or record systems, ensuring the proper completion and safekeeping of statutory records.
- Contribute to the review, adaptation or development of the information/record/computer systems for maintaining records and calculating valuations for rating and council tax.
- Keep up to date with property markets and legislation.
- Represent the Assessor or Assistant Assessors as and when required.
- Attend various departmental meetings and represent HWIVJB at external meetings, seminars etc.
- Work out with normal office hours may be required of the post at busy times.
- Carry out a programme of continuous professional development.
- Any other duties the Assessor, Depute Assessor and Assistant Assessor may from time to time determine.

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.

You will be required to be capable of transfer across geographical and functional areas at short notice and the designation of the post reflects this requirement. Any such variation will not result in regrading but may require the job description to be varied from time to time.

3. Person Specification – Essential Attributes

- A Chartered Surveyor with considerable relevant experience of valuation for rating purposes.
- Hold Professional Membership of RICS.
- Fully conversant with Valuation Law and practice.
- Diplomatic, discrete, politically sensitive and able to manage conflict.
- Ability to work under pressure and to strict deadlines.
- Understanding of key performance indicators.
- Computer literacy and ability to utilise general office IT systems including Microsoft Office suite.
- Considerable relevant experience of valuation for rating purposes.
- Extensive organisational knowledge and experience of Valuation for Rating and Council Tax.
- Fully conversant with Valuation Law and practice.
- Experience of preparing and presenting cases to Valuation Appeal Committees and/or the First-tier Tribunal for Scotland – Local Taxation Chamber.
- Expected to travel efficiently and effectively between various work locations within Highland and further afield to meet the operational requirements of the Service.
- Proven supervisory skills and experience.
- Excellent interpersonal skills, written, analytical and presentation skills.
- Strong leadership skills.
- Excellent negotiation skills.
- Ability to deal with senior management and staff.
- Self-disciplined individual who is flexible, rational, achieves deadlines and remains calm under pressure.
- Motivated and enthusiastic.
- Clear commitment to continuing professional development.

4. Person specification – Desirable Attributes

- Experience in Work Planning and Performance Management.
- A relevant qualification in management.
- Knowledge of the requirements of the Freedom of Information (Scotland) Act, GDPR and Data Protection.
- Understanding of the workings of local government.
- Understanding of the Assessor's relationship with government bodies and other agencies.
- Organisational and procedural knowledge of how Highland and Western Isles Valuation Joint Board operates.
- Knowledge of Electoral Registration practice.

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.

