

# The Highland and Western Isles Valuation Joint Board

Assessor and  
Electoral Registration Officer

Frank W Finlayson

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## Administrative Assistant - Stornoway

**Post:** Administrative Assistant  
**Location:** 42-46 Point Street, Stornoway  
**Hours:** 35 hours per week  
**Grade:** AP2/3  
**Salary:** £28,585.20 - £32,971.40 per annum (pay award pending)  
Salary includes Distant Islands Allowance  
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### Job Purpose

To undertake a wide range of administrative duties to support the electoral registration and valuation team based in Stornoway. You must have the ability to work to strict deadlines, adapt to constant changes and conflicting demands. You will assist colleagues with council tax, electoral registration and non-domestic rates processes and procedures. You will be expected to supervise staff, ensuring that high quality on the job training/coaching is provided. Electoral registration work is carried out between offices based in Inverness, Wick and Stornoway and you must be able to work remotely as part of a team to ensure that work is being allocated and completed, following set rotas and procedures.

### 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 Stornoway office. 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 postholder 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.

Training will be provided to the successful candidate.

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 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:

- Deal with requests from valuation staff including processing and confirming of council tax list and non-domestic valuation roll changes.
- Work with colleagues to allocate electoral registration work across three offices and assisting with preparation of rotas for work allocation.
- Work with colleagues to run and check a variety of different reports.
- Work with colleagues to deliver electoral registration activities including some limited processing of applications and checking of electoral management software information.
- Work with colleagues to deliver electoral registration activities for elections, ensuring that key deadlines are met.

- Liaise with local Returning Officer staff.
- Liaise with local Comhairle nan Eilean Siar staff for supply or receipt of local information.
- Work with colleagues to supply copies of electoral registers and register updates locally.
- Ordering of office consumables including stationery, etc.
- Liaise with local tradesmen as and when required, including logging of calls for printer or photocopier repairs and uplift of confidential waste.
- Act as Purchase Card holder and process transactions.
- Management of incoming emails to departmental generic mailboxes.
- Supervise and support clerical or other staff as appropriate.
- Ability to deliver on the job training/coaching to other staff as appropriate.
- Ability to check work carried out by other staff including quality checking.
- General typing and preparation/amendment of word templates, including drafting letters.
- Deal with enquires from members of the public and others by letter and e-mail, on the telephone and at the public reception desk. You must be able to screen telephone calls and enquiries appropriately.
- Carry out background research and analysis as requested by the management team.
- Work on projects from time to time in support of the management team.
- Process confidential, personal, and sensitive information.
- Promote and maintain a highly professional approach in dealing with the public.

## **2. Other Duties**

You may be required to perform duties appropriate to the post other than those given in the 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**

- A good general standard of education.
- Able to produce work of a high standard (accuracy and attention to detail).
- Ability to exercise discretion.
- Excellent ICT skills including the use of MS Office applications.
- 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.
- Willingness to undertake training which is relevant to the post.
- Able to supervise and manage staff locally and across the organisation, as required.

#### 4. Person specification – Desirable Attributes

- HNC or HND in Administration or equivalent.
- Previous experience of Local Government.
- Experience of project delivery would be advantageous.
- Experience of working in a business support environment.
- Knowledge of SharePoint would be advantageous.
- Understanding of council tax and non-domestic rates legislation would be advantageous.
- Hold the Association of Electoral Administrators Certificate in Electoral Administration or work towards this qualification.
- Emergency First Aid at Work Certificate.

**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.

