

The Highland and Western Isles Valuation Joint Board

Assessor and
Electoral Registration Officer

Frank W Finlayson

Headquarters
Moray House
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Inverness IV1 1QY

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Senior Clerical Assistant - Inverness

Post: Senior Clerical Assistant
Location: Moray House, 16-18 Bank Street, Inverness, IV1 1QY
Hours: 35 hours per week
Grade: GS3
Salary: £23,405.20 to £24,169.60 per annum
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Job Purpose

To undertake a wide range of business support services to support the electoral registration team based in Inverness. You will work directly with administrative staff based in Inverness, Wick and Stornoway. Electoral registration work is carried out between offices, 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. You must have the ability to work to strict deadlines, adapt to constant changes and conflicting demands. You will be expected to supervise staff, ensuring that high quality on the job training/coaching is provided.

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 business support position in the department's Inverness 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 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. The postholder reports to the Administrative Assistant based in Inverness.

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:

- Support senior staff with inputting, collation, interpretation and retrieval of information in relation to the Register of Electors.
- Carry out senior clerical tasks associated with the post.
- Work with colleagues to allocate electoral registration work across three offices and assist 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 processing of applications.
- Work with colleagues to deliver electoral registration activities for elections.
- Carry out management of incoming emails to departmental generic mailboxes.

- The postholder will be expected to supervise and support clerical staff as appropriate.
- The postholder will be expected to deliver on the job training/coaching to clerical staff as appropriate under the direction of administrative staff.
- Providing cover for the Inverness Office Administrative Assistant as required.
- Ability to check work carried out by other staff including quality checking.
- General typing and preparation/amendment of word templates.
- 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.
- Work on projects from time to time in support of the management team.
- Process confidential, personal and sensitive information.
- Be able to accept instructions and be accountable to the management team.
- 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 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 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.
- 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.
- Experience in a business support/administrative/clerical team-based environment.
- The ability to work with and support a range of colleagues spanning the organisational hierarchy.
- Willingness to undertake training which is relevant to the post.
- Ability to communicate in both written and oral form.
- Able to supervise and manage other clerical staff.
- Experience of and commitment to providing a quality business support service.

4. Person specification – Desirable Attributes

- SVQ Level 2 in Business Administration.
- Previous experience of Local Government.
- Experience of project delivery would be advantageous.

- Knowledge of SharePoint would be advantageous.
- Hold the Association of Electoral Administrators Certificate in Electoral Administration or willingness to work towards this qualification.

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.

