

# The Highland and Western Isles Valuation Joint Board

Assessor and  
Electoral Registration Officer

Frank W Finlayson

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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 valuation team. You must have the ability to work to strict deadlines, adapt to constant changes and conflicting demands. You will be expected to supervise and support clerical 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 Assistants 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 valuation-related matters.
- Carry out senior clerical tasks associated with the post.
- Screen telephone calls and enquiries appropriately.
- Preparation, maintenance and management of internal office records.
- Carry out management of incoming emails to valuation support 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 (valuation support section) 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.
- Work on projects from time to time in support of the management team.
- Handle and manage confidential, personal and sensitive information in a professional manner and in accordance with appropriate Data Protection legislation.
- Be able to accept instructions and be accountable to the management team.
- Promote and maintain a highly professional approach in dealing with the public.
- Assist the IT Systems Manager to ensure weekly Valuation Roll and Valuation List changes are processed and communicated to finance authorities and the SAA portal accurately and timeously.
- Assist with oversight of council tax and non-domestic processing including new entries, changes to existing entries, address and personnel changes, appeal/proposal settlements etc.
- Assist valuation staff with preparation of materials for appeal hearings.
- Assist with oversight of planning and building warrant information.
- Assist in downloading of Land Registry information under the general instructions of the IT Systems Manager and oversee the referencing and incorporation of sales information into property records system.
- Assist in regular processing of returns of information, national rental returns etc. This would be under the general instructions of the IT Systems Manager and may include interaction with the SAA portal.
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## **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.
- Understanding of Council Tax and Non-Domestic Rates legislation would be advantageous.

**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.

