

The Highland and Western Isles Valuation Joint Board

Assessor and
Electoral Registration Officer
Frank W Finlayson

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

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Clerical Assistant - Inverness

Post: Clerical Assistant
Location: Moray House, 16-18 Bank Street, Inverness
Hours: 35 hours per week
Grade: GS1-2
Salary: £22,859.20 rising to £24,388.00 (pay award pending)
Contact: Christine Brown, 01463 383705, christine.brown@highland.gov.uk or
Julie Owen, 01463 383700, julie.owen@highland.gov.uk

Job Purpose

To support senior staff with inputting and collation of information to maintain the Council Tax list and Valuation Roll. To support the overall provision of a high quality, efficient and effective service to end users that delivers a good customer service experience and improves customer satisfaction.

The successful applicant will work within the Valuation Admin/Support section.

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 17.5%.
- For members of the Local Government Pension Scheme there is an opportunity to join the Salary Sacrifice Shared Cost AVC Scheme.
- 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:

- Carry out all clerical tasks associated with the post and allocated by senior staff.
- Dealing with enquiries from members of the public and other customers by letter, e-mail, telephone or face to face.
- Maintenance of internal office records.
- Updating internal databases.
- Carrying out reception duties.
- Preparing, saving, sending letters and other documents.
- Processing confidential, personal and sensitive information.
- Opening and dealing with incoming mail.
- Seeking and providing information from and to work colleagues and/or members of the public.
- Comply with all data protection law in the processing of personal, and special categories of data as set out in Valuation Joint Board policies and privacy notices.
- Participate in special projects organised from time to time by senior staff.
- Promote and maintain a highly professional approach in dealing with the public.

2. Other Duties

The post holder may at times be required to perform duties appropriate to the post other than those given in the job description. Duties and responsibilities may vary however the level of responsibility will remain commensurate with the post.

The role may need to be adapted due to demands and as a result we may need to update the job description, but this may not justify reviewing the grading.

3. Person Specification – Essential Attributes

- Good literacy and numeracy skills.
- ICT skills including the use of Microsoft Office applications.
- Apply confidentiality appropriately, taking account of data protection.
- Excellent communication and interpersonal skills.
- 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.
- Experience of dealing directly with the public.

Candidates should demonstrate on their application how they meet the essential criteria.

4. Person specification – Desirable Attributes

- Good general education along with relevant qualification at SVQ level 2 or equivalent experience.
- Experience of working in a business support environment.
- Knowledge of SharePoint would be advantageous.

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.

6. Guaranteed Interview Scheme

The Highland and Western Isles Valuation Joint Board operates a guaranteed interview scheme for anyone who has a disability. You will be guaranteed an interview if you meet all the essential criteria as outlined in this job and person specification.

