



*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

Admin Assistant

JOB PROFILE

Incorporates

Section 1	Post Descriptor
Section 2	Person Specification

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Administrative Assistant	
	Section: Administration/Clerical
Reports to: Administration Officer (Level 6)	Grade: 4
Position Number: JV0033	Gauge Reference: TBC
2. JOB PURPOSE Responsible within a Clerical/Administration section for the conduct of operational tasks associated with the compilation and maintenance of the Valuation Roll, Council Tax List and Electoral Register.	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities) Budget: The post holder has no direct budget responsibility. Staffing Direct: The post holder has no direct staffing responsibility. Staffing Indirect: The post holder may be responsible for an element of supervision of clerical assistants engaged in clerical duties. The post holder may be involved in the checking of work undertaken by other members of the Admin Team.	
4. ORGANISATIONAL CHART (shows levels directly above and below this post and includes grades of posts) <div style="margin-left: 40px;"><div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Administrative Officer (Level 6)</div><div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Administrative Officer (Level 5)</div><div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Administrative Assistant (Level 4)</div><div style="border: 1px solid black; padding: 2px;">Clerical Assistant (Level 3)</div></div>	

5. ABOUT DUNBARTONSHIRE AND ARGYLL AND BUTE VALUATION JOINT BOARD

WHO WE ARE

Dunbartonshire and Argyll & Bute Valuation Joint Board is an independent local government body which was established by The Valuation Joint Boards (Scotland) Order 1995

WHAT WE DO

We professionally compile and maintain the Valuation Rolls, Council Tax Valuation Lists and Registers of Electors for the Argyll & Bute, East Dunbartonshire and West Dunbartonshire council areas

OUR AIMS

Building on our established professionalism, we aim to provide high quality, transparent, effective and responsive services to all of our stakeholders

COMMITMENTS

Within the constraints of the increasingly tight public finance regime, we are committed to:

- Consulting our stakeholders, and listening and responding to their views
- Valuing staff and providing them with opportunities to develop and contribute
- Reacting innovatively to change
- Encouraging innovation and recognising achievement within the organisation
- Treating all stakeholders, including staff, in a fair, consistent manner and in accordance with our Equalities Requirements
- Striving for continuous improvement in all aspects of service delivery
- Ensuring that we are accessible and accountable to stakeholders
- Pro-actively planning workloads and deploying resources efficiently
- Using language which is easy to understand
- Working with our partners in the Scottish Assessors' Association to ensure transparency and Scotland-wide consistency of approach to service delivery

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

To assist with the implementation of policies, procedures and service targets, and the compilation of statistical information aimed at ensuring statutory compliance and performance improvement across all areas of service provision.

To assist the Administrative Officers to ensure appropriate supervision and operational management of staff and other resources within the clerical/electoral registration section. This will encompass a degree of supervision and control of changes to the Electoral Register, Valuation Roll and Council Tax List, and regular reconciliations with finance systems.

To assist with the implementation of targets, including KPIs, to ensure continuous improvement in performance.

To undertake various clerical duties.

To input data to computer systems and verify input of Clerical Assistants

Dealing with incoming and outgoing mail.

To assist with the introduction of new procedures and/or new equipment/technology.

To assist the Administration Manager/Officers in ensuring the timeous co-ordination, production, collation and presentation of statistical reports, including Management Team Reports, in accordance with the Reporting Strategy.

To attend any internal or external meetings as required.

Any other duties appropriate to the post and in line with the needs of the organisation.

7. PROBLEM SOLVING

Predominately the post holder can react and resolve those issues that arise in line with policy and procedure.

In terms of monitoring and quality checks they will escalate this to the appropriate manager in order to resolve any issues.

Where an issue arises that does not have any precedent or covered by policy and procedure then this is escalated to their line manager.

8. PLANNING

The post holder will plan their work with support and guidance from the Administrative Officer.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder reports to the Administrative Officer who will manage the day to day assignment of work.

The post holder will have regular contact with the Administrative Officer to ensure ongoing communication on current issues.

Annual objectives will be agreed with the Administrative Officer as part of a personal development planning process.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

Members of the valuation sections, other members of the administration and clerical teams.

External communications and working relationships:

Electors, Council Tax Payers, other Public Authorities and External Agencies.

11. DECISION MAKING

The post holder should be able to use their own initiative within the role and speak directly to the Administrative Officer when any problems occur.

12. MOST CHALLENGING PART OF THE JOB

The most challenging part of the job will be learning to deal with conflicting priorities and keeping the work organised and on schedule.

13. GENERAL

Disclosure: Not required.

Politically Restricted Post: Not applicable for this post.

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. DABVJB TRAINING

Dunbartonshire and Argyll and Bute Valuation Joint Board has identified core training that is required to be undertaken by all employees with a regular refresh cycle:

Equality and Diversity, Information Security, Information Management, Fire Safety awareness, and Health and Safety Induction.

In addition new employees are expected to undertake an induction, details of this are available at www.saa.gov.uk/dab-vjb/valuation-joint-board-section/policies/

Post Descriptor Prepared by: Principal Admin Officer
Date: 05/01/2022

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Administration related qualification <u>or</u> equivalent experience in a business or administration setting.	ECDL
Training	
Be willing to undertake any training relevant to the post	
Experience	
Basic understanding of the statutory responsibilities of the Assessor and Electoral Registration Officer.	Experience of working within a busy office environment. Previous experience of dealing with the public.
Basic understanding of the Assessor's relationship with stakeholders	
Proficient in the use of Microsoft Office applications	
Knowledge and Skill	
Ability to communicate effectively	Basic presentation skills.
Effective organisation and time management skills	
Good literacy and numeracy skills	
High level of self-motivation. Proactive, flexible, responsive and keen to embrace change	
Able to interpret and analyse data.	
Disposition	
Energetic, motivated and enthusiastic	
Ability to maintain effective working relationships	
Calm and pleasant manner	
Excellent telephone techniques	
Able to work both independently and as part of a team	
Demonstrate a commitment and dedication to the needs of the job	
A flexible and adaptable approach is required	