



*Dunbartonshire and Argyll & Bute  
Valuation Joint Board*

# **Clerical Assistant**

## **JOB PROFILE**

**Incorporates**

<b>Section 1</b>	<b>Post Descriptor</b>
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## SECTION 1: POST DESCRIPTOR

<b>1. JOB DETAILS</b>	
<b>Job Title:</b> Clerical Assistant	
<b>Section:</b> Clerical	
<b>Reports to:</b> Administration Officer	<b>Grade:</b> 3
<b>Position Number:</b> JV0036	<b>Gauge Reference:</b>
<b>2. JOB PURPOSE</b>  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.	
<b>3. DIMENSIONS and SCOPE OF JOB</b> <b>(including budgetary and staffing responsibilities)</b>  <b>Budget:</b> The post holder has no direct budget responsibility.  <b>Staffing Direct:</b> The post holder has no direct staffing responsibility.  <b>Staffing Indirect:</b> In the course of normal working the jobholder has no responsibility for the work of employees or others in an equivalent position, but will provide advice and guidance to new employees, students, trainees or others.	
<b>4. ORGANISATIONAL CHART</b> <b>(shows levels directly above and below this post and includes grades of posts)</b> <div style="margin-left: 40px;"><div style="border: 1px solid black; padding: 5px; width: fit-content; margin-bottom: 5px;">Administrative Officer (Grade 6)</div><div style="border: 1px solid black; padding: 5px; width: fit-content; margin-bottom: 5px;">Administrative Officer (Grade 5)</div><div style="border: 1px solid black; padding: 5px; width: fit-content; margin-bottom: 5px;">Administrative Assistant (Grade 4)</div><div style="border: 1px solid black; padding: 5px; width: fit-content; margin-bottom: 5px;">Clerical Assistant (Grade 3)</div><div style="border: 1px solid black; padding: 5px; width: fit-content;">None</div></div>	

## **5. ABOUT DUNBARTONSHIRE AND ARGYLL AND BUTE VALUATION JOINT BOARD**

Dunbartonshire and Argyll & Bute Valuation Joint Board is an independent local authority 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 continuing 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 provide a full clerical and administrative support service to all sections in the employment of the Joint Board.

To assist in ensuring statutory compliance and performance improvement across all areas of service provision.

To co-operate with the introduction of new procedures and/or new equipment/technology.

To deal with general enquiries, answering personal and telephone enquiries from members of the public and routine correspondence.

To undertake general clerical duties.

To utilise computer systems for the management and maintenance of the Electoral Register, the Valuation Roll and the Council Tax List.

To process and sort incoming and outgoing mail, filing and photocopying.

To undergo training as directed.

To input to the establishment of relevant targets for electoral, clerical and administrative functions.

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

## **7. PROBLEM SOLVING**

The post holder is required to exercise initiative in the course of normal working. The post holder normally works by following routine working practices. Difficult or challenging problems will be referred upwards to a supervisor or line manager.

## **8. PLANNING**

There is no requirement for forward planning or scheduling of activities.

## **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 Training objectives will be agreed with the Administrative Officer as part of a personal development process.

## **10. COMMUNICATIONS AND WORKING RELATIONSHIPS**

### **Internal communications and working relationships:**

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

### **External communications and working relationships:**

Electors, Council Tax Payers, Non-Domestic Ratepayers, 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 the delivery of front line services to electors, non-domestic ratepayers and council tax payers.

## 13. GENERAL

**Disclosure:** Not required at the moment but may be required in the future.

**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/](http://www.saa.gov.uk/dab-vjb/valuation-joint-board-section/policies/)

## 15. ROLE SPECIFIC TRAINING

Clerical staff are expected to undertake any relevant training to comply with the requirements of the post. This will include training in the use of Electoral Registration and in house software.

**Post Descriptor Prepared by:** Depute Assessor & ERO

**Date:** 27/07/2020

## SECTION 2: PERSON SPECIFICATION

Essential	Desirable
<b>Qualifications/Professional Membership</b>	
Minimum of 3 National 5 Qualifications (previous National Qualifications Standard Grade (Credit level, grade 1 or 2) or Intermediate 2, grade A to D), one of which should be English or equivalent qualifications/experience	ECDL
<b>Training</b>	
Be willing to undertake any training relevant to the post	
<b>Experience</b>	
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	
<b>Knowledge and Skill</b>	
Good communication and organisational skills.	
Able to work in a team.	
Good literacy and numeracy skills	
Capable of working with a minimum of supervision.	
Able to record information accurately and efficiently.	
<b>Disposition</b>	
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	