



## VALUATION TRIBUNAL SERVICE

# JOB DESCRIPTION

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<b>JOB TITLE:</b>	<b>Tribunal Support Officer</b>
<b>REPORTS TO:</b>	<b>Office Manager (within Planning Manager's team)</b>
<b>GRADE:</b>	<b>Range is from Scp 11 to Scp 17 (£25,908 to £28,699). Please note that progression beyond scp 13 (£26,802) requires full IRRV Tech qualification</b>
<b>INDIRECT REPORTS:</b>	<b>Planning Manager; Director of Operations &amp; Development</b>

### CONTACTS:

**Internally** - All staff within the Valuation Tribunal Service; Chief Executive; VTS Board; Directors; Director of Operations & Development, other Managers and Registrar; President; Members of Valuation Tribunals for England (VTE).

**Externally** - All stakeholders and VT users; parties to an appeal, members of the public, Professional bodies; Agents; Government departments and Statutory bodies

Date of JD: 10 September 2019: checked/updated with revised salary April 2022

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### MAIN PURPOSE OF JOB

To support the core functions of the tribunal in providing comprehensive case management and administrative support and to provide an effective and robust administrative service including dealing with telephone enquiries, appeal management, financial and general office administration.

### MAIN RESPONSIBILITIES

- Provide a proactive customer-focussed service both internally and externally and provide accurate advice and guidance.
- Provide comprehensive casework management and administrative support to ensure service delivery effectiveness, proactively escalating where necessary.

- Manage and process, statutory and non-statutory requirements within regulatory and internal timeframes.
- Collate information, schedule appeals for hearing in accordance with regulatory and/or internal timelines and issue statutory notices for hearings and prepare and update documents in relation to appeals to be heard by the Tribunal.
- Liaise with local authorities, agents, appellants and the Valuation Office Agency on a range of issues regarding appeals and follow established administrative procedures for regular monitoring and review.
- Effectively allocate members to hearings in accordance with internal instructions and expectations.
- Provide accurate and helpful advice to various groups and individuals on processes and protocols relating to appeals including appellants, agents, members, colleagues etc.
- Assist in organising the set-up of effective appeal hearings, case scheduling, general appeals management, which will include clearance, issuing decisions and close-down of Tribunals.
- Proactive and effective liaison with clerks providing status updates pre and post hearing.
- Prepare any case management documentation, which will include effective management of electronic records. Ensure documents/evidence is labelled to accord with agreed naming conventions. Carry out any checks required so that information provided to hearing clerks and panel members is accurate and complete to allow decisions to be made.
- Act as the first line contact on all pre and post hearing administrative enquiries and procedures in accordance with current business processes. This will include accurate preparation of information and Review of Decision documentation and Consent Orders.
- Proof reading of clerk's decisions to help ensure accuracy and readability.
- Develop an excellent working knowledge of all relevant organisational procedures and practices.
- Ensure that no conflict of interest exists in the appeal processes and where such conflict might arise, raise the matter formally at the earliest opportunity with the Planning Manager and/or clerk.
- Author Business Processes, as directed.
- Fully understand and implement laid down office and business procedures.
- Maintain and record timely and accurate data and to produce data and information in a user-friendly format for both internal and external use in accordance with laid down procedures.
- Meet, greet and direct visitors at tribunal offices and external hearing locations, as required.

## **General**

- Ensure the promotion of, and compliance with, VTS strategies, policies and customer care initiatives.
- Provide guidance and induction to other staff within the postholder's level of technical competence in respect of business processes, procedure and the consolidated practice statement.
- Deal promptly and efficiently with incoming communications.
- Assist in ad hoc special projects.
- Provide a professional and courteous service to all stakeholders and deal professionally with enquiries.
- Support the effective running of the VTS's services by fulfilling all duties and obligations to laid down policies, procedures and business processes.
- Participate in the Staff Performance & Development Review process to assist in the development of appropriate skills for the postholder and contribute to improvements to services.
- Continually maintain the highest levels of impartiality and fairness so as to ensure full confidence in the system of administrative justice.
- To carry out other tasks, commensurate with the above, as may be requested by senior management.
- The above-mentioned duties are neither exclusive nor exhaustive and the postholder may be required to carry out such other duties as required, within the grading level of the post and the competence of the postholder.

## **PERSON SPECIFICATION**

### **SKILLS / KNOWLEDGE REQUIRED**

- Capability to develop knowledge in Tribunal practices and procedures.
- Awareness of importance and impact of customer care orientation, with ability to focus on quality and continual improvement.
- Good communication skills, with ability to maintain effective relationships with key “stakeholders”.
- Good level of literacy and numeracy - likely to be evidenced by educational achievements.
- Ability to produce clear and concise written reports and to articulate sometimes complex issues simply and effectively.
- Ability to meet regular deadlines which adhere to quality and service standards and performance measures.
- Full understanding of Microsoft packages, including Word and Excel.
- Good people and team building skills with a positive “can-do” attitude.
- Commitment to promoting equality and diversity.
- Good diplomatic and influencing skills.
- Demonstrate a willingness and ambition to develop career into professional work areas.
- Good general level of education – likely to be evidenced by educational achievements.
- Ability and willingness to maintain highest levels of impartiality and fairness at all times so as to ensure full confidence in the system of administrative justice.

### **WORKING CONDITIONS**

- Resilient and able to work in a disciplined manner.
- Able to work accurately and effectively and to meet all performance expectations.
- Able to use initiative regarding work matters.
- Flexibility to work across all approved VTS offices and temporary locations.
- Willing to undertake travel as required by the job, including overnight stays where appropriate.
- To communicate effectively at all times with all stakeholders.