

**VALUATION TRIBUNAL SERVICE**

**Appointment of Tribunal Clerk**



**Summer 2022**

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**Tribunal Clerk (Advertisement)**

The Valuation Tribunal Service (VTS) is a statutory, non-departmental public body (NDPB) sponsored by the Department for Levelling Up, Housing and Communities and administers non-domestic rating and council tax appeals. We provide general procedural advice on these matters and support the Valuation Tribunal for England (VTE).

We are currently looking for highly engaged, self-motivated, IT literate individuals to join our high performing team of Tribunal Clerks across all regions of England. As a Tribunal Clerk you will rise to the ever-changing challenges that face a service delivery organisation in the provision of accurate rating and council tax law. You will provide procedural advice to users of our service and be there to guide them through appeal hearings.

Working under pressure and being able to manage your own time to meet strict deadlines are key requirements in this role. You will successfully case manage a number of appeals, actively managing the parties involved and then attending hearings to act as the Tribunal clerk to provide authoritative advice to the parties and the Tribunal hearing panel. You are also responsible for drafting the Tribunal’s reasoned decisions and issuing this to the parties within our expected timescale.

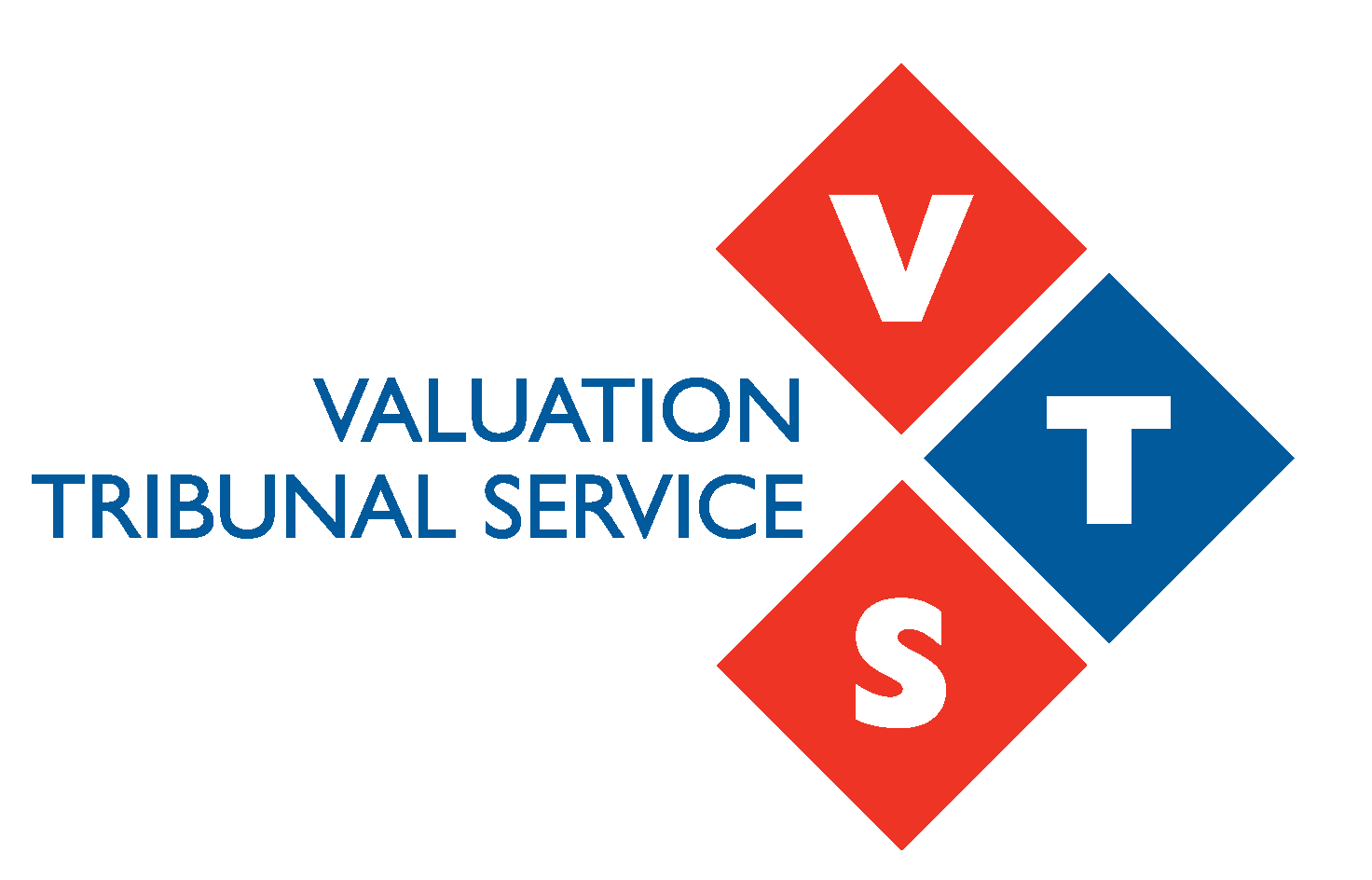
You must have outstanding organisational skills accompanied by excellent customer care skills with high levels of communication and interpersonal skills.

The current health pandemic has required us to hold our hearings remotely using video call technology and this is expected to continue. Based at home, you must be able to work effectively from your home base and have suitable broadband connectivity to allow you to carry out your duties effectively. There is an expectation that post-pandemic you will travel to various venues across England, and you will receive reimbursement of travelling expenses when doing so in accordance with our policies. Although a home working position, during your probation period you may be required to spend time in our London office to receive training - and learning about the role - as well as developing your knowledge and skills.

Ideally you will already have an understanding of rating and council tax legislation and be qualified or part-qualified with the professional examinations of the Institute of Rating, Revenue and Valuation (IRRV). If not, the successful candidates will be expected to commit to study this and achieve the IRRV Technician qualification preferably within a 2-year period, or at least to have made sufficient and significant progress in that time. There will then be an opportunity to progress your studies to attain the full Honours membership qualification.

We offer a competitive salary ranging from **£23,953 to £40,578** on having achieved full Honours membership of the IRRV. We also offer membership of the Local Government Pension Scheme and 25 days annual leave (rising to 30 days after five years’ service), which starts from 1 April each year.

To apply and for further information, please contact us by email at [HR.admin@valuationtribunal.gov.uk](mailto:HR.admin@valuationtribunal.gov.ukT) Alternatively access the vacancy and pack from <https://www.valuationtribunal.gov.uk/>. The closing date for received applications is **23:55 on Sunday 11 September. Interviews are likely to take place w/c 19 September 2022.**

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**VALUATION TRIBUNAL SERVICE**

**JOB DESCRIPTION**

**JOB TITLE: Tribunal Clerk**

**REPORTS TO: Performance Manager & Tribunal Clerk (Technical & Performance Lead)**

**SALARY: Scp 15 to scp 36 - £23,953 to £40,578 (as at June 2022). Maximum is dependent on achieving the full Honours IRRV qualification. Median/qualification point maximum is scp 32 (if no qualifications), and scp 33 if person possesses IRRV Tech. status**

**INDIRECT REPORTS: Director of Operations & Development as senior manager and, as required, Planning Manager**

**RESPONSIBLE FOR: N/A**

**CONTACTS**

Internally - All staff within the Valuation Tribunal Service; Chief Executive; VTS Board; Directors; other Managers and Registrar; President; Vice Presidents and Members of Valuation Tribunals for England (VTE).

Externally - All stakeholders and VT users; Professional bodies; Statutory bodies e.g., Health & Safety Inspectorate.

***Date of JD & PS: JD & PS updated July 2022***

**PURPOSE OF JOB:**

* Maintain and deliver a high-level professional service in the delivery of both judicial and administrative management and to proactively support and positively contribute towards meeting key performance indicators and objectives outlined in the VTS Corporate Plan and Business Plans.
* Proactively support the effective running of the organisation, fulfilling all duties and obligations to laid down policies and procedures.

**KEY RESPONSIBILITIES**

* Maintain a high level of professional competence, including working knowledge of all relevant legislation, regulations, procedures and case law and to actively identify any areas of further development where necessary.
* Act as a hearing clerk in the hearing of all types of appeals providing accurate, comprehensive and authoritative technical, procedural and legal advice to valuation tribunal members, users and prospective users of our service as and when required in a clear and concise way. Provide training to colleagues and VTE members as required.
* Proactively case manage appeals before the hearing date to guarantee a seamless service is provided to the Panel and parties attending a hearing, dealing promptly and efficiently with all incoming communications.
* Accurately draft decisions of cases heard detailing full reasons for the decision ensuring they comply with laid down quality standards and ensuring all written decisions are ratified and despatched to all relevant parties within the laid down timescale and within key performance indicator targets.
* Maintain a detailed knowledge of administrative practices and procedures in order to manage and advise on the implementation and delivery of improvements where appropriate.
* Ensure that all day-to-day enquiries and issues are addressed correctly in line with laid down procedures.
* Proactively contribute to the Valuation Tribunal Service and the Valuation Tribunal for England meeting its targets and objectives and to deliver against its service quality standards in accordance with VTS plans and objectives.
* Actively participate in the Staff Performance Development Review to assist in the development of appropriate skills and improvement of service.
* Ensure the promotion of, and compliance with, VTS strategies, policies and customer care initiatives.
* Maintain effective health and safety processes in line with health and safety representative requirements.
* Assist in ad hoc special projects in order to promote best practice and raise national service standards.
* To carry out other tasks, commensurate with the above, as may be requested by senior management.

**PERSON SPECIFICATION**

***All requirements are essential unless otherwise indicated***

**WORKING CONDITIONS**

* Able to work across all venues operated by the Valuation Tribunal Service
* Willing to undertake travel as required by the job, including overnight stays where appropriate.
* Able to work flexibly
* To work in a disciplined manner having due regard to the level of work required to be undertaken
* Able to work on your own initiative.
* To communicate effectively at all times with stakeholders.

**SKILLS / KNOWLEDGE REQUIRED**

* An excellent level of professional competence, knowledge and experience in Rating/Council Tax Law, Tribunal procedures.
* Customer care orientation, managing for quality and continual improvement.
* Good communication skills, with ability to maintain effective relationships with key “stakeholders”.
* Good level of literacy and numeracy.
* Ability to produce clear and concise written reports and to articulate complex issues simply and effectively.
* Ability to meet regular deadlines which adhere to quality and service standards.
* Good understanding of Microsoft packages, including spreadsheets.
* Good people and team building skills with commitment to promoting equality and diversity.
* Good diplomatic and influencing skills.
* IRRV qualified (desirable) or willing to study for the qualification (essential).

**APPLICATION PROCESS**

Guidance on making an application is contained in Annex A. To apply for the post, please complete the personal statement form (section 1) and also sections 2 and 3 in Annex B - and remember to attach an up-to-date CV. CVs only will not be considered. You MUST complete a personal statement including details of current salary and notice period from your current role. You must also complete section 2 – other relevant information and section 3 – signature and declaration.

In the personal statement you should describe how you meet the requirements for the job in relation to the Job Description and Person Specification as the personal statement will be used to determine who is selected for interview assessment.

Applications should be emailed to [HR.Admin@valuationtribunal.gov.uk](mailto:HR.Admin@valuationtribunal.gov.uk) by **no later than 23:55 on Sunday 11 September 2022**.

**Data protection**

The VTS is a data controller and to comply with the General Data Protection Regulation and the Data Protection Act, will only use the data you provide for the specific purpose of human resources management and will not be further processed in any manner incompatible with that purpose. More information about how we handle your data can be seen in the privacy notice at <https://www.valuationtribunal.gov.uk/privacy/>

**Equal opportunities**

The VTS is an equal opportunity employer: applications are invited from all suitably qualified individuals irrespective of ethnicity, gender, disability, marital status, age, religion or belief, or sexuality. Please complete and return the Diversity Monitoring Questionnaire in Annex C. This will help us to monitor selection decisions to assess whether equality of opportunity is being achieved. The information on the form will be treated as confidential and used for statistical purposes. The form will not be treated as part of your application.

**RECRUITMENT PROCESS AND INDICATIVE TIMETABLE**

The recruitment process is in two stages:

**Stage 1**

Complete the Personal Statement Form (Annex B, sections 1,2 and 3) and an up-to-date CV – **all to be returned by no later than 23:55 on Sunday 11 September 2022**. Applications will be acknowledged.

**Stage 2**

Interviews and testing – The VTS sometimes utilises personality and ability tests to try to help ensure we recruit the right candidates. Further details of this will be provided if you are successful in being shortlisted for interview and we go down this route. The interview assessment process is likely to involve you making a short presentation, details of which will be provided in due course if you are successfully shortlisted. The interviewing panel is likely to include the VTS Director of Operations and Development and the VTS Performance Manager although other senior staff may be involved. The interview will be conducted in 120 Leman Street, London. A member of the HR team may be present in an advisory capacity.

The indicative timetable is as follows -

|  |  |
| --- | --- |
| Closing date of applications: | 23:55 on 11 September 2022 |
| Interview/Assessment Date: | w/c 19 September 2022 |
| Second Interview Date (if necessary): | w/c 26 September 2022 |
| Appointment to commence by: | January or February 2023 (depending on notice and need for 2nd interview) |

If you have any queries about any aspect of the appointments detailed in this information pack, or if you wish to have an informal discussion, then please e-mail Human Resources on [hr.admin@valuationtribunal.gov.uk](mailto:hr.admin@valuationtribunal.gov.uk) and provide a telephone number for contact. The VTS respects the privacy of any initial approach or expression of interest in this role, whether formal or informal.

**ANNEX A**

**GUIDANCE NOTES ON COMPLETING PERSONAL STATEMENT FORM AND THE REST OF YOUR APPLICATION**

# Read the job profile and person specification carefully

Before completing your application form, you should carefully read through all the literature sent to you in the application pack as it will let you know what requirements we want the person to have for that particular job.

Both the Job Description and Person Specification list the key responsibilities, knowledge, skills and abilities and commitment you should possess.

**Prepare a rough draft first**

You can avoid making errors in your application form by writing a rough draft before you complete your final version.

# Personal details

This should be detailed in your **up-to-date CV** which MUST include details of previous employment and education and any recent (relevant) training.

# Personal Statement – section 1

You need to tell us how you demonstrate the skills, knowledge, experience and commitment set out in the Person Specification and Job Description. You should consider how you can apply (present and past) experience, strengths and skills to the job. Examples can be drawn from any relevant experience gained from career, home, social leisure, voluntary, interests etc. You should ensure you write clearly and concisely and address how you match the requirements of the Tribunal Clerk role.

# Other relevant information – section 2

# You need to complete Section 2 by ticking the appropriate box(es). If you have answered yes to any question, you should provide details on a separate sheet.

# Declaration & signature – section 3

You need to complete Section 3 (an e-signature will suffice for now). If you are unable to add a personal signature please still send it via email and you will then be asked to sign it at the interview if you are successful in progressing to that stage.

# Submitting your application

# You must ensure that your application can be clearly read. If you choose to hand write your application you must use black ink, as the form will be photocopied.

# It is your responsibility to ensure your completed application arrives before the advertised closing date as late applications will not be considered. You should ideally keep a copy of your completed application for your own reference.

**ANNEX B**

# SECTION 1 - PERSONAL STATEMENT FORM

***Remember to submit an up-to-date CV containing your personal details. This should include previous employment, education and recent relevant training***

Please remember you can continue on a separate sheet, if necessary, for any parts of your application. You do not necessarily have to use this form in section 1 but in which case you must submit a comparable personal statement detailing how you meet the requirements of the job. It is also essential that if you don’t use our Section 1 form you must still address all the questions on our form such as detailing your current salary and notice period.

You MUST however, complete sections 2 and 3. (Other Relevant information (tick boxes) and Signature and Declaration (an e-signature will suffice but a wet signature can be added at interview if you are successful in being shortlisted to progress to that stage)

The closing date for applications is **23.55 on Sunday 11 September 2022**

|  |
| --- |
| *Please now tell us how you demonstrate the skills set out in the person specification on page 6 of this Information Pack. You may wish to use examples from your career, voluntary, community or unpaid work. You may submit additional sheets of paper in support of your personal statement and application if you feel it necessary to do so.* |
|  |
|  | |
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| --- |
|  |

***Continue on a separate sheet as required***

**Notice period required by current employer** ........................................................

**Current salary** ........................................................**SECTION 2 – OTHER RELEVANT INFORMATION**

Any employee could find that matters or incidents, which previously attracted no attention, could become matters of public interest once the person concerned holds such a post.

Please answer the following questions by ticking the appropriate box.

Have you:

***Yes No***

1. been convicted of any offences (other than minor motoring

offences) which are not spent in accordance with the

Rehabilitation of Offenders Act 1974 in the UK or abroad;

1. been charged with any offence which is still pending;

(3) become bankrupt over the past 10 years;

1. been dismissed from any office or employment over the

past 10 years;

(5) ever been disqualified from either acting as a Company

Director or in the management of a Company;

(6) ever been a Director, Partner or Manager of a Company which has gone into liquidation, receivership or

administration;

(7) any other information which you would consider relevant

to an assessment of your suitability for this post;

for example business interests or personal relationships,

which may lead to an allegation of conflict of interest.

Please provide details on a separate sheet, if you answer “yes” to any of the above questions. Please note: a “yes” answer to any of the questions (1) to (7) above will not necessarily disqualify a candidate for this position. Each case will be treated on its merits. However, failure to disclose relevant information may result in the appointment being summarily terminated.

**SECTION 3 – DECLARATION & SIGNATURE**

I declare that the information I have provided is true and accurate. I understand that false or misleading statements or deliberate omissions may be regarded as grounds for withdrawal of any offer or, after I have started employment with the VTS, possible dismissal without notice. I agree that the information given on this form or associated paperwork and in my CV may be processed in accordance with the data protection legislation for the purposes of recruitment and selection and any subsequent appointment process.

Signed:

Name (in block letters):

Date:

**APPLICATION CHECKLIST**

*Please use this checklist to ensure you have completed every section and included everything to allow your application to be assessed.*

**Section Completed – please tick**

Personal Details – have you attached an up-to-date CV?

*Your basic personal details*

Personal Statement – Annex B, section 1

*Your skills, experience and how you meet the job requirements*

Other relevant information – Annex B, section 2

*Integrity section detailing criminal convictions, solvency etc.*

Declaration and signature – Annex B, section 3

**ANNEX C**

**Diversity Monitoring Questionnaire**

The VTS has a policy of equal opportunity. Everyone who is eligible to join the VTS regardless of ethnicity, religion or belief, gender, marital status, disability, age, or sexuality, will receive equal treatment when applying for jobs.

As an organisation, we want to ensure that working in the VTS is a rewarding opportunity, which promotes the diverse talent that we have. To do this, we need to collect data on the make up of our workforce so that we can check whether our HR policies and systems (such as promotion, pay, access to learning and development, etc.) are operating fairly for all groups of staff. In addition, it will help us develop appropriate diversity and equal opportunities policies.

We would like to reassure you that the information you provide will be treated in the strictest confidence. Data will be held on the VTS’s Human Resource database, to which only a small number of authorised people have access. When the data is used, it will be for anonymous statistical and research purposes only. Data will **not** be used for selection purposes.

We would like to thank you in advance for your co-operation.

###### Post: Tribunal Clerk

**1 Name**

**2. What is your ethnic group?**

Choose ONE section from A to E, then tick the appropriate box to indicate your cultural background. *(groups are as recommended by Office for National Statistics from 2011 Census onwards)*

**A White B Mixed or multiple ethnic groups**

English, Welsh, Scottish, Northern Irish White and Black Caribbean

or British

Irish  White and Black African

Gypsy or Irish Traveller  White and Asian

Any other White background –  Any other Mixed or Multiple

Please tick and state below: ethnic background - Please tick and state below:

**Annex C continued**

**C Asian or Asian British D Black, African, Caribbean or**

**Black British**

Indian African

Pakistani  Caribbean

Bangladeshi  Any other Black, African or

Caribbean background – Please

Chinese tick and state below:

Any other Asian background –

Please tick and state below:

**E Other ethnic Group**

Arab

Any other ethnic group,

please tick and state below:

1. **Disability**

The Equality Act 2010 defines disability as ‘a physical or mental impairment that has a substantial and long-term adverse effect on [the person’s] ability to carry out normal day-to-day activities”. Case law has established that the disability could be physical, sensory or mental and must be expected to last at least 12 months.

Do you consider yourself to have a disability? Yes No

If ‘Yes’ please specify nature of disability.

Do you need any special arrangements/facilities Yes No

if you attend an interview?

Please state requirements in box below if you ticked ‘yes’

**4. Gender**

**5. Age (as at last birthday)**

1. **Marital Status**

**Please tick as appropriate**

Single  Cohabiting  Civil Partnership  Married  Divorced Widowed