



## **VALUATION TRIBUNAL SERVICE**

### **JOB DESCRIPTION**

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<b>POST:</b>	<b>VTE Membership Engagement Lead</b>
<b>REPORTS TO:</b>	<b>Chief Executive</b>
<b>INDIRECT REPORTING</b>	<b>Director of Operations &amp; Development, Registrar, VTE President.</b>
<b>GRADE:</b>	<b>SCP 41 TO 46 - on London office payscale (£51,504 - £56,594). If home based, £47,573 to £52,663. Salary movement within the grade will be dependent upon successful performance in the role.</b>

#### **CONTACTS**

*Internally* - Members of Valuation Tribunal for England (VTE), all staff within the Valuation Tribunal Service; Chief Executive; VTS Board; Directors; Managers; President; Vice Presidents and As a small organisation you will have access to everyone.

*Externally* - as required – liaison with Department for Levelling Up, Housing and Communities (sponsoring department), other government departments and agencies such as Ministry of Justice. External clients/recipients of Tribunal services.

**Date of latest JD review: new role – January 2023**

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#### **Job Purpose**

To design, develop and implement innovative and comprehensive strategies to improve and optimise ongoing engagement of VTE Members in the work of the Valuation Tribunal.

To provide an effective interface between the VTS and VTE members, acting as primary contact point for engagement with members, working collaboratively with all VTS departments to ensure a seamless service for VTE Members.

#### **Main Responsibilities**

Oversee, co-ordinate and manage VTE Member communications, including ensuring that information on VTS intranet and Member's intranet is relevant and up to date and remains an effective tool for information.

Oversee and manage the collection of appropriate data regarding VTE Members activity and prepare regular performance reports on Members to the Chief Executive, VTE President, Directors and Senior Management Teams to inform future strategic decision making.

Work with the Senior Management Team analyse VTE Members' engagement at hearings and to investigate and implement agreed ways to improve Member engagement at hearings, with measurable indicators to measure success.

Grow and maintain positive relationships with VTE Members to support the VTS aims. Be the point of entry for information requests from VTE Members, co-ordinating with relevant colleagues to provide joined up comprehensive responses within a timely timescale.

To keep VTE Members informed on their performance and championing the aims and direction of the VTS in the achievement of its strategic objectives regarding the management and clearance of appeals.

Prepare and take responsibility VTE Membership publications and materials, working with both operational and corporate staff to ensure accuracy.

Work closely with colleagues who also have regular liaison with members such as the Registrar, Deputy Registrar, Training Team and staff from within the Operations team to maintain engagement and a joined up service.

Provide accurate and concise information to support decisions concerning actions to be taken regarding the performance of VTE Members, including removal as a Member.

Investigate and report on complaints made by and complaints made against members working with appropriate VTS colleagues (and as appropriate, the VTE).

Work with the Training team to analyse VTE Members' training trends and form a strategy to address Members who are falling behind and/or are not engaging in training and to work with the Training Manager to improve Member engagement on training, with measurable indicators to measure success.

Liaise with the Finance Team regarding the payment of electronic allowances and other VTE Member expenses in line with the VTE Members' Determination Order and ensure that such payments are made as appropriate and being the first point of contact on any queries regarding the Determination Order.

Working with the Operations Team maintain an overview on member sitting trends and ensure engagement strategies deliver outcomes that support VTS core business requirements.

Liaise with and support the Training Team to ensure appropriate and effective induction, development and ongoing training of members.

Work with the IT Team to enhance engagement with and necessary improvement of member IT solutions. Ensuring that IT is an enabler to effective engagement and streamlined working practices.

## **Job Requirements/Person Specification**

To be successful in this role, you should facilitate member engagement and involvement in achieving sufficient member numbers to deliver on the work of the Tribunal. You should make suggestions for improving and then maintaining member satisfaction and bring about a more collegiate and co-operative member cadre that focuses on all the Members of the VTE and does not rely on the few.

An excellent membership coordinator/Lead is likely to possess the following attributes and skills and be educated to degree level or equivalent:

- Previous experience in co-ordination of volunteers, volunteer management and engagement .
- Excellent analytical skills
- Proficiency in Microsoft Office.
- Excellent verbal and written communication skills.
- Excellent customer service skills.
- Ability to think creatively and take initiative.
- Excellent writing and editing skills.
- Outstanding communicator with a talent for building strong relationships between Members and the organisation.
- Excellent persuasive, influencing and diplomatic skills.
- Able to build strong and supportive relationships with colleagues to ensure that member needs are met.
- Ability to challenge constructively where necessary (both colleagues and members) to achieve positive outcomes.
- Highly organised.
- Able to work unsupervised to deliver high performance.