

VALUATION TRIBUNAL SERVICE

JOB DESCRIPTION

- JOB TITLE:** Trainee Clerk
2-year fixed term
- REPORTS TO:** Technical and Performance Lead
- GRADE:** scp 17 – 22 salary of £26,845 to £29,439 (as at pay award April 2022). Please note that a further pay award is awaiting agreement which is likely to increase these salaries.
This is a home-based role but during your nine (9) month probation period you will be expected to attend our office as an when required for training. Travel expenses will be paid and accommodation will be arranged but you should be prepared to have regular overnight stays.
Salary movement depends on progress with IRRV qualifications and successful performance in the role.
- INDIRECT REPORTS:** Director of Operations & Development, Planning Manager (if allocated to their team temporarily). Registrar and the Deputy Registrar, other clerks operating as mentors
- RESPONSIBLE FOR:** N/A
- CONTACTS:**
- Internally -** All staff within the Valuation Tribunal Service; Chief Executive; VTS Board; Directors; Director of Operations & Development, other Managers; all representatives, office holders and Members of Valuation Tribunal for England (VTE), President of the VTE.
- Externally -** All stakeholders and VT users; parties to an appeal, Professional bodies; Agents/representatives; Government departments and Statutory bodies

PURPOSE OF JOB:

As part of your initial training and development (initially about 4 months, but some of these activities may continue throughout your whole two-year training period)

You will shadow colleagues and develop appropriate skills and knowledge in providing administrative and clerical support to tribunal users and tribunal panels to assist in the efficient running of local taxation appeals. You will organise and coordinate hearings, managing case files, and ensuring all relevant documentation is prepared and distributed in a timely manner. You will also be responsible for maintaining excellent customer service top appellants and other stakeholders.

Key Responsibilities

- Providing customer facing services in addition to first point of contact (email, telephone), including responding to enquiries from appellants, their representatives, and other stakeholders, providing information and assistance regarding the appeal process, hearing dates and documental requirements.
- Liaising with local authorities, appellants, professional agents and legal representatives to ensure smooth co-ordination of documentation in progressing appeal registration.
- Assist in the preparation and co-ordination of appeal hearings, including scheduling hearings, notifying parties, and arranging necessary facilities and equipment, close-down of Tribunals, liaison with colleague Tribunal Clerks etc.
- Providing administrative support during hearings, including responding to connectivity issues.
- Dealing with tribunal member allocation and availability and maintaining liaison with tribunal members.
- Ensuring all documentation and correspondence related to appeals are accurately recorded, filed and tracked, including amendments via manual and IT systems.
- Analyse and produce accurate data and information in a user friendly format for both internal and external use, following laid down office procedures.
- To follow and implement laid down office and business procedures to ensure that all appeal arrangements are made.
- Work with and assist administrative colleagues to ensure that a comprehensive office based service is provided to stakeholders.
- Maintaining confidentiality and adhering to relevant data protection and privacy regulations.
- Staying updated on relevant legislation, regulations and procedural guidelines related to local taxation appeals.

After approximately four (4) months, if you are progressing successfully, you will begin to learn the clerking role and this will continue during both the probation period of nine months and for the rest of your two year fixed term contract period. Please note that you may be expected to contribute to any work in the operations team during your training to help develop you as a rounded Trainee Clerk.

Specifically you will:

- Shadow Tribunal Clerks and develop the required skills and knowledge in providing technical and procedural expertise in advising tribunal users at hearings on their relevant local taxation appeal and to support tribunal panels in allowing them to make decisions that accurately reflects legislation.

Key responsibilities

- Provide expert advice to VTE Members, external stakeholders and members of the public on processes and protocols relating to appeals, while maintaining highest levels of impartiality and fairness at all times so as to ensure full confidence in the system of administrative justice.
- Act as a hearing clerk in providing technical and procedural advice at hearings to VTE Members, legal and professional representatives, respondents and members of the public attending hearings, while maintaining highest levels of impartiality and fairness at all times so as to ensure full confidence in the system of administrative justice.
- Ensuring no conflict of interest exists in the appeal processes, and where such conflict might arise raise the matter formally at the earliest opportunity with operational management.
- Active case management of allocated appeals and managing effectively the hearing of them, preparing case management papers for submission to tribunal members and liaising with all parties to ensure all required documentation is available.
- Have a working understanding of VTE Consolidated Practice Statement.
- Prepare case management papers for submission to tribunals.
- Accurately draft decisions made by the Tribunal, complying with laid down quality standards, ensuring written decisions are ratified and despatched to all relevant parties and working within key performance indicators.
- Assist in the preparation of statistical reports and data analysis related to appeals.
- Maintaining confidentiality and adhering to relevant data protection and privacy regulations.
- Staying updated on relevant legislation, regulations and procedural guidelines related to local taxation appeals.

By the end of Year 2, the expectation is the individual will have successfully attained the IRRV Technical examinations as a minimum.

Where a successful applicant for the trainee role is an internal appointment and already immersed in the VTS's admin processes, you are likely to move more quickly to the clerking aspects of the role.

PERSON SPECIFICATION

SKILLS / KNOWLEDGE REQUIRED

- Good level of literacy and numeracy.
- Capability to develop professional competence and knowledge in Rating/Council Tax Law, Tribunal procedures.
- Excellent attention to details and accuracy in handling documentation and records.
- Demonstrable confidence and clarity in conveying information and advice.
- Excellent communication and interpersonal skills, with the ability to interact professionally with appellants, professional representatives and other users.
- Customer care orientation, with focus on quality and continual improvement.
- Strong organisational and time management skills, with the ability to prioritise tasks and meet deadlines, adhering to quality and service standards.
- Ability to produce clear and concise written reports and to articulate complex issues simply and effectively.
- Ability to research and assimilate information quickly and accurately to provide sound advice
- Ability to work independently and as part of a team, demonstrating flexibility and adaptability.
- Proficient computer skills, including good understanding of IT packages particularly Microsoft packages, including Word and Excel, PowerPoint and Teams.
- Good people and team building skills with commitment to promoting equality and diversity.
- Good diplomatic and influencing skills.
- Demonstrable willingness and commitment to study for IRRV (or similar) qualifications and attain the qualification levels within a reasonable time period as specified by management.
- Maintaining confidentiality and adhering to relevant data protection and privacy regulations.
- Staying updated on relevant legislation, regulations and procedural guidelines related to local taxation appeals.
- Provide technical, procedural, legal and case law training to VTS staff and VTE as and when required.

PART 1: COMPETENCY PROFILE – TRAINEE CLERK ROLE: ADMINISTRATIVE FUNCTIONS

The competencies that are required for this trainee role from an administrative perspective are as follows:

Competency Area	Minimum Level	Desirable Level
Team Working	<ul style="list-style-type: none"> • Works co-operatively with others. • Works with others to achieve the VTS and team aims and objectives. • Shows consideration for others needs and feelings and values the contributions of others. • Accepts team ownership of decisions and agreed actions. • Maintains good humour to reduce tension at work. • Responds positively and flexibly to requests for help or support. 	<ul style="list-style-type: none"> • Shares information, ideas and feelings with colleagues.
Communication	<ul style="list-style-type: none"> • Communicates relevant information clearly to others. • Listens to what is said. • Open and responsive to others. • Responds clearly and concisely. • Displays diplomacy, tact, sensitivity in all situations. • Communicates concisely and effectively. • Uses language relevant to audience. 	<ul style="list-style-type: none"> • Writes accurate, clear, and concise letters, memos, and reports, using standard formats. • Explains and helps others to understand own views. • Varies style and methods according to audience. • Effectively contributes in meetings.

Equalities and diversity	<ul style="list-style-type: none"> • Recognises and responds to diverse needs. • Shows respect for all groups and individuals regardless of their culture, ethnic origin, gender, sexual orientation, age or abilities. • Values the contributions and opinions of all groups and individuals. 	<ul style="list-style-type: none"> • Advises on alternative options to ensure equality of access to information and services. • Demonstrates an understanding of the VTS's equalities and diversity strategy. • Challenges own attitudes and perceptions.
Customer Service	<ul style="list-style-type: none"> • Responsive to customer needs. • Listens to customers. • Understands customers' needs and requirements. • Accurately records customer needs and acts promptly to resolve customer requests or problems. • Presents a positive image of self and the VTS. • Behaves in accordance with the VTS Customer Care standards. • Provides information and advice/services in a manner that is fair and sensitive to the diversity of customer needs. • Shows empathy and uses tact and diplomacy when dealing with customer requests. 	<ul style="list-style-type: none"> • Proactive in responding to customer needs and requirements. • Demonstrates knowledge and understanding of relevant service standards and the VTS complaints procedure. • Establishes good relationships with customers. • Works with others to improve customer service.
Corporate Awareness	<ul style="list-style-type: none"> • Understands own job profile and how this fits into the team, the VTS and its impact on organisational performance. • Understands the concept of a business plan and what specific targets apply to own work. • Has a basic understanding of VTS policies and procedures that are applicable to own work. 	

PART 2: COMPETENCY PROFILE – TRAINEE CLERK ROLE: PROFESSIONAL & TECHNICAL FUNCTIONS

The competencies that are required for this trainee role from a professional perspective are as follows:

Competency Area	Minimum Level	Desirable Level
<p>Team Working “Promotes co-operation and commitment within a team to achieve goals and deliverables”.</p>	<ul style="list-style-type: none"> • Works co-operatively with others. • Works with others to achieve the VTS and team aims and objectives. • Shows consideration for others needs and feelings and values the contributions of others. • Accepts team ownership of decisions and agreed actions. • Maintains good humour to reduce tension at work. • Responds positively and flexibly to requests for help or support. • Shares information, ideas and feelings with colleagues. • Promotes and assists team working through discussion and participation. 	<ul style="list-style-type: none"> • Makes sure that the views opinions and ideas of all team members are encouraged and valued. • Makes sure that others are involved in issues affecting them. • Actively looks for agreement on work issues that affect the team. • Gives credit for good ideas or achievements. • Encourages team to share its successes and ‘best practice’.

<p>Communication “Conveys ideas and facts using language the audience will best understand”.</p>	<ul style="list-style-type: none"> • Communicates concisely and effectively. • Writes accurate, clear, and concise letters, memos, and reports, using standard formats. • Uses language relevant to audience. • Explains and helps others to understand own views. • Varies style and methods according to audience. • Effectively contributes in meetings. 	<ul style="list-style-type: none"> • Enhances communication for others and interprets their needs. • Directs and shapes communication as appropriate for different audiences. • Communicates effectively on a wide range of issues at all levels outside and within the organisation. • Effectively chairs and leads meetings. • Negotiates effectively and can handle hostility. • Persuades, influences and instructs in order to achieve desired results.
<p>Equalities and diversity “Works collaboratively and relates effectively to others by practicing, valuing and embracing diversity of individuals and fostering respect and equity in the workplace, regardless of differences in values, personalities, cultural or generational backgrounds”.</p>	<ul style="list-style-type: none"> • Recognises and responds to diverse needs • Shows respect for all groups and individuals regardless of their culture, ethnic origin, gender, sexual orientation, age or abilities. • Values the contributions and opinions of all groups and individuals. • Advises on alternative options to ensure equality of access to information and services. • Challenges own attitudes and perceptions. • Challenges discrimination and prejudice in others. 	<ul style="list-style-type: none"> • Proactive in responding to diverse needs and requirements. • Demonstrates an understanding of the VTS’s Equalities and Diversity Strategy. • Encourages and enables different groups and individuals to participate and contribute. • Arranges alternative options to ensure that services are accessible and reflect diversity of needs.
<p>Customer Service “Builds and maintains user satisfaction across all areas of the service”.</p>	<ul style="list-style-type: none"> • Proactive in responding to customer needs and requirements. • Listens to customers. 	<ul style="list-style-type: none"> • Demonstrates knowledge and understanding of relevant service standards and the VTS complaints procedure.

	<ul style="list-style-type: none"> • Understands customers' needs and requirements. • Accurately records customer needs and acts promptly to resolve customer requests or problems. • Presents a positive image of self and the VTS. • Behaves in accordance with the VTS Customer Care standards. • Provides information and advice/services in a manner that is fair and sensitive to the diversity of customer needs. 	<ul style="list-style-type: none"> • Establishes good relationships with customers. • Shows empathy and uses tact and diplomacy when dealing with customer requests. • Takes ownership of customer problems and proposes solutions. • Works with others to improve customer service.
<p>Corporate Awareness "Understands the business plan and knows the overall targets of the service for the planning cycle and how these relate to own and team objectives".</p>	<ul style="list-style-type: none"> • Understands own job profile and how this fits into the team, the VTS and its impact on organisational performance. • Has a basic understanding of how central and local government works and the structure of both. • Understands the concept of a business plan and what specific targets apply to own work. • Has a basic understanding of VTS policies and procedures that are applicable to own work. 	<ul style="list-style-type: none"> • Understands the business plan and knows the overall targets of the service for the planning cycle and how these relate to own and team objectives. • Understands how the service fits into the wider context of tribunal services in England. • Knows and understands the budget for own area and is generally aware of the budget for the office.