



Appointment of **Chief Executive Officer**

January 2026

Project code: **QBXQA**

THE VALUATION
TRIBUNAL
SERVICE

A message from the Chair

Dear Candidate,

Thank you for your interest in the position of **Chief Executive of the Valuation Tribunal Service**.

The VTS plays a vital role in supporting the Valuation Tribunal for England, an independent judicial body that decides appeals on council tax and business rates. Our work helps ensure fairness and confidence in the local taxation system for households and businesses across England.

This is a time of both challenge and opportunity. The Tribunal continues to manage a significant caseload, while also modernising systems and services to deliver a more accessible, digital-first experience for users. The VTS must continue to provide efficient, impartial and high-quality administrative support to the VTE while delivering strong governance, value for money, and a positive working culture.

As Chief Executive, you will be the Accounting Officer for the VTS, leading the organisation and working closely with the VTS Chair and Board, the President of the VTE, and the Ministry of Housing, Communities and Local Government (MHCLG), the VTS's Sponsor Department. We are looking for a dynamic, innovative and collaborative leader with experience of managing complex public service delivery and who can combine operational grip with strategic vision.

If you share our commitment to fairness, integrity, and service excellence, we look forward to hearing from you.

Suzanne McCarthy

Chair, Valuation Tribunal Service Board

About the Valuation Tribunal Service

About the Valuation Tribunal Service (VTS)

The Valuation Tribunal Service (VTS) is a non-departmental public body (NDPB) sponsored by the Ministry of Housing, Communities and Local Government (MHCLG).

Our primary role is to provide the administrative, training and IT support that enables the Valuation Tribunal for England to carry out its judicial functions efficiently and independently. More information about the VTS can be found on its website www.valuationtribunal.gov.uk

Our purpose

The Valuation Tribunal Service's purpose is to ensure users of the Valuation Tribunal for England receive a fair, efficient and accessible service when appealing decisions about local taxation and property valuation.

The Valuation Tribunal for England (VTE)

The VTE is an independent judicial body which hears appeals on:

- **Council Tax** – including valuation banding, liability, and reductions
- **Non-Domestic Rates (Business Rates)** – including rateable value and transitional relief
- **Other local taxation matters** – such as completion notices and penalties

The VTS supports the VTE's independence by providing administrative resources but plays no role in its judicial decision-making. The VTS provides Clerks to assist the hearing panels regarding technical, procedural and case law advice.

Our values

- **Independence:** Upholding the impartiality of the tribunal process
- **Integrity:** Acting transparently and responsibly
- **Service:** Delivering accessible and responsive support to users
- **Value:** Achieving efficiency and accountability in public spending

The VTS has a strong ethos of teamwork and professionalism

Our people

The VTS employs 62 staff, a mixture of homeworkers (60%) and office-workers, and is based at 2 Marsham Street, London SW1P. Office-based staff are currently working on hybrid arrangements, working 60% of their time in the office.

Key Responsibilities of the CEO role

The Chief Executive provides strategic and operational leadership to the Valuation Tribunal Service, ensuring that the organisation delivers its statutory functions effectively and provides a high-quality service to tribunal users in supporting the VTE.

The postholder is the organisation's **Accounting Officer**, responsible for ensuring that public funds are used efficiently and in accordance with government standards of governance and probity.

The Chief Executive reports to the Chair and the VTS Board.

Strategic Leadership

- Lead the organisation to deliver its statutory duties, mission, and objectives including meeting its Key Performance Indicators.
- Develop and implement clear strategic and business plans aligned with VTS Board's priorities and MHCLG expectations.
- Promote continuous improvement, innovation, and digital transformation.
- Work with the VTE President, the VTS Chair and the VTS Board towards delivering shared goals and value for money for the taxpayer.

Operational Delivery

- Ensure efficient management of case administration and caseloads for the VTE, meeting user needs.
- Manage resources, staffing, the office environment and ensure the resilience and accessibility of the VTS's IT systems and digital services.

Governance and Finance

- Act as Accounting Officer with responsibility for sound financial management and internal control.
- Uphold and support the independence of the VTE
- Maintain compliance with the VTS's Framework Agreement, Managing Public Money, and NDPB governance codes.
- Prepare and present reports to the Board, Audit & Risk Committee, and the VTS's Department sponsor team.

People and Culture

- Ensure effective workforce planning, learning and development, and employee wellbeing and in so doing lead and motivate a professional, diverse workforce.
- Foster a culture of integrity, inclusion, and service excellence.

External Relationships

- Represent the VTS with stakeholders including the VTE, the Valuation Office Agency, Billing Authorities, MHCLG, and user groups building trusted relationships.

Person specification

Essential Knowledge and Experience

- Proven senior leadership experience in public or private service delivery environments, with the ability to set clear, evidence-based organisational strategy and translate it into effective operational delivery that achieves measurable outcomes, continuous improvement, and value for money.
- Demonstrable track record of leading and improving complex service-delivery organisations, developing high-performing leadership teams, and fostering a collaborative, accountable culture that enables innovation.
- Highly developed financial and governance capability, with robust risk-management experience and a strong track record of managing public funds in line with agreed budgets and forecasts, the principles of Managing Public Money, and effective organisational controls.
- Experience of working constructively with a Chair and Board to shape and deliver organisational purpose, set strategy, and deliver agreed business plans, with clear accountability and assurance.
- Strong stakeholder-management and change-leadership capability, including building and sustaining effective relationships with senior stakeholders and sponsors, representing the organisation credibly at senior level, and leading significant organisational and/or digital change that delivers demonstrable improvements in performance and service outcomes.

Skills and Personal Qualities

- An inclusive, collaborative leader who values people, builds trust and effective relationships, and maintains a strong focus on outcomes and public value.
- Clear commitment to equality, diversity, and inclusion, embedding fair and inclusive practices across organisations.
- Strategic and analytical thinker with sound judgement, able to make well-reasoned decisions in complex or ambiguous situations.
- Resilient and adaptable, remaining calm under pressure and able to lead decisively through change and challenge.
- Excellent communication and Influencing skills, demonstrating the highest standards of integrity, impartiality, and professionalism, and the ability to listen, accept challenge, and constructively challenge others with clarity and respect.

Desirable

- Knowledge or experience of administrative justice, or local government environments.
- Familiarity with non-departmental public body (NDPB) accountability frameworks, and public sector audit and assurance processes.

Terms of Appointment

Contract type: Permanent

Working hours: Full-time

Salary: c. £115k

Pension: Local Government Pension Service arrangements

Civil Service pensions are capable of being transferred into the Local Government Pension Scheme (LGPS) as administered in the VTS by the London Pensions Fund Authority. The successful candidate will be automatically enrolled in the Scheme unless they decide to opt out.

Probation: Six months

Process

Interviews will take place on Friday 27th March 2026 with the following interview panel:

- Suzanne McCarthy, Chair, VTS
- Michelle Warbis, Deputy Director, Local Tax and Pensions, MHCLG
- Frazer James Stuart, Vice President, VTE

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

The Valuation Tribunal Service does not accept continuous service from the Civil Service for the purposes of redundancy or other terms and conditions of service. The VTS does accept continuous service (for redundancy purposes only) from organisations listed within the Redundancy Payments (Continuity of Employment in Local Government, etc.) (Modification) Order.

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Valuation Tribunal Service on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **QBXQA**

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

Both the CV and the covering letter should not be longer than 2 pages each and should be no smaller than size 11 font.

The closing date for applications is **noon on Thursday 12 February 2026.**

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

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