



VALUATION TRIBUNAL SERVICE

JOB DESCRIPTION

JOB TITLE:	Tribunal Clerk
REPORTS TO:	Performance Manager, via Tribunal Clerk (Technical & Performance Lead)
SALARY:	Scp 15 to scp 36 - £30,024 to £47,181. Maximum is dependent on achieving the full corporate IRRV qualification and performance. 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 May 2026

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 and succinctly 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 meeting its targets and objectives and to deliver against its service quality standards in accordance with VTS plans and objectives in supporting the Valuation Tribunal for England.
- Actively participate in the Staff Performance Development Review to assist in the development of appropriate skills and improvement of service.
- Mentor more junior staff and colleagues as required.
- 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 or used 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/decisions 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.
- Willingness to participate in corporate and operational projects that enhance service delivery.
- Ability to operate with a level of confidence and authority to ensure integrity of the Tribunal process. IRRV qualified (desirable) or willing to study for the qualification (essential).