

VALUATION TRIBUNAL SERVICE

Appointment of Tribunal Clerk



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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/Diploma membership qualification.

We offer a competitive salary ranging from **£23,541 to £39,880** on having achieved full Honours/Diploma 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 obtain an application pack and further information, please contact us by email at HR.admin@valuationtribunal.gov.uk Alternatively access the vacancy and pack from <https://www.valuationtribunal.gov.uk/>. The closing date for received applications is **23:55 on Sunday 27 February 2022.**



VALUATION TRIBUNAL SERVICE

JOB DESCRIPTION

JOB TITLE:	Tribunal Clerk
REPORTS TO:	Performance Manager & Tribunal Clerk (Technical & Performance Lead)
SALARY:	£23,541 to £39,880, maximum is dependent on achieving the full Honours/Diploma (corporate) IRRV qualification.
INDIRECT REPORTS:	Planning Manager and Director of Operations & Development
RESPONSIBLE FOR:	N/A

CONTACTS

- Internally - All staff within the Valuation Tribunal Service; Chief Executive; VTS Board; Directors; Operations Manager, 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.

JD & PS November 2021, no changes from Oct 2020 version and Jan 2021 interim review

PURPOSE OF JOB:

- To support and contribute towards organisational objectives as outlined in the VTS Corporate Plan and Business Plans.
- To support the Team Leader (Service Delivery) in delivering judicial and administrative management of the office of responsibility and to ensure that all targets/objectives and service standards are met in relation to hearing and dispensing with appeals.
- To work in partnership with colleagues across the VTS network to facilitate best practice.
- To ensure fair, effective and efficient discharge of appeals.
- To act as a hearing clerk at all types of hearings, providing professional and relevant advice to valuation tribunal members in a clear and concise way and to write up decisions and ensure their appropriate despatch.

MAIN RESPONSIBILITIES

- In consultation with the Team Leader (Service Delivery) ensure the Valuation Tribunal Service and the Valuation Tribunal for England meets its targets and objectives and

delivers against its service quality standards in accordance with VTS plans and objectives.

- Maintain a detailed knowledge of administrative practices and procedures in order to manage and advise on the implementation of improvements where appropriate.
- Support the effective running of the VTS services, fulfilling all their duties and obligations to laid down policies and procedures.
- Actively participate in the Staff Performance Development Review to assist in the development of appropriate skills and improvement of service.
- Maintain an excellent level of professional competence, including working knowledge of all relevant legislation, regulations, procedures, and case law.
- Provide technical, procedural, legal, and case law training to VTS staff and VTE as and when required.
- Act as a hearing clerk in the hearing of all types of appeals and offer comprehensive and authoritative advice to valuation tribunal members.
- Accurately draft decisions taken by the Tribunal which comply with laid down quality standards detailing full reasons for the decision.
- Ensure written decisions are ratified and despatched to all relevant parties within the laid down timescale.
- Ensure that all day to day enquiries and issues are addressed correctly in line with laid down procedures.
- Case manage appeals as necessary to ensure a seamless service is provided to appellants and parties to an appeal.
- Ensure the promotion of, and compliance with, VTS strategies, policies, and customer care initiatives.
- Deal promptly and efficiently with incoming communications.
- Maintain effective health and safety processes in line with health and safety Representative requirements.
- Assist in the best application of financial resources in accordance with financial regulations, policies, and procedures.
- Provide a professional and courteous service to all stakeholders.
- 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

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 within the Valuation Tribunal Service
- 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 form in Annex B.

Please note we do not accept CVs. It is therefore very important that you complete all the relevant sections of the application form to describe how you meet the requirements for the job in relation to the Job Description and Person Specification as they will be used to determine who is selected for interview assessment.

Applications should be emailed to HR.Admin@valuationtribunal.gov.uk by **no later than 23:55 on Sunday 27 February 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

The recruitment process is in two stages:

Stage 1

Application Form (Annex B) – **to be returned by no later than 23:55 on Sunday 27 February 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 assessment process may also 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. The interview will be conducted in 120 Leaman 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 27 February 2022
Interview/Assessment Date:	Mid-Late March 2022
Second Interview Date (if necessary):	Early April 2022
Appointment to commence by:	April – June 2022 (depending on notice and need for 2 nd 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 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 YOUR APPLICATION FORM

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 – section 1

You should complete fully the personal details in section 1 of the application form.

Person Specification – section 2

Your experience, strengths and skills

You need to tell us how you demonstrate the skills, knowledge, experience and commitment set out in the Person Specification. 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 headings set out in Section 2.

Other information – section 3

You have the opportunity to add any further information in Section 3 if you have not covered key issues in Section 2.

Why are you applying for this job?

In your application you need to state why you are interested in applying for this job in Section 3.

Qualifications

Please list qualifications obtained post-16.

Continuous professional development

Please state what activities you have undertaken in the last five years that have contributed to your continuous professional development.

Other relevant information – section 4

Integrity

You need to complete Section 4 by ticking the appropriate box. If you have answered yes to any question, you should provide details on a separate sheet.

Declaration & signature – section 5

You need to complete Section 5. If you complete the form and send it by email, you will be asked to sign it at the interview.

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 form 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

APPLICATION FORM

All sections of this application form should be completed accurately and returned to the HR Team, by email to HR.Admin@valuationtribunal.gov.uk.

Please continue on a separate sheet if necessary, for any part of your application.

The closing date for applications is **23.55 on Sunday 27 February 2022**

SECTION 1 - PERSONAL DETAILS

Title

Surname

First Name(s)

Address

Telephone numbers:

Day

Home

Mobile

Home e-mail address (if applicable)

SECTION 2 - PERSON SPECIFICATION

Please 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.

Key Criteria:

- **Provide details of your professional qualification and about your experience of Rating/Council Tax Law, Tribunal procedures.**

- **Tell us about your prior experience of customer care orientation, managing for quality and continual improvement.**

- **Provide an example of where good communication skills has effectively maintain effective relationships with key stakeholders.**

- **What is your experience of working to meet regular deadlines which adhere to quality and service standards?**

- **What attracts you to this post?**

SECTION 3 - OTHER INFORMATION

- **Please give details of essential training you have received or essential continuous professional development you have undertaken in the last 5 years.**

Please list any post-16 academic or professional qualifications which you hold

Subject(s)	Date Obtained	Institution/Awarding Body	Level (e.g. A level, degree)	Pass/Fail & Grade

Continue on a separate sheet as necessary.

Please note it is our policy always to check relevant qualifications

Employment History
(Please detail any gaps in employment history)

Employer – name and address	Dates	Role & key responsibilities	Reason for leaving

Continue on a separate sheet as required

Notice period required by current employer

Current salary

SECTION 4 – 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;	<input type="checkbox"/>	<input type="checkbox"/>
(2) been charged with any offence which is still pending;	<input type="checkbox"/>	<input type="checkbox"/>
(3) become bankrupt over the past 10 years;	<input type="checkbox"/>	<input type="checkbox"/>
(3) been dismissed from any office or employment over the past 10 years;	<input type="checkbox"/>	<input type="checkbox"/>
(5) ever been disqualified from either acting as a Company Director or in the management of a Company;	<input type="checkbox"/>	<input type="checkbox"/>
(6) ever been a Director, Partner or Manager of a Company which has gone into liquidation, receivership or administration;	<input type="checkbox"/>	<input type="checkbox"/>
(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.	<input type="checkbox"/>	<input type="checkbox"/>

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 5 – 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 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 FORM CHECKLIST

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

<u>Section</u>	<u>Completed</u> – please tick
Personal Detail - section 1 <i>Your basic personal details</i>	<input type="checkbox"/>
Person Specification - section 2 <i>Your skills, experience and how you meet the job requirements</i>	<input type="checkbox"/>
Other information - section 3 <i>Anything relevant to your application that you've not included under section 2, what attracts you to the role, relevant training/CPD in last 5 years, your qualifications post-16.</i>	<input type="checkbox"/>
Other relevant information - section 4 <i>Integrity section detailing criminal convictions, solvency etc.</i>	<input type="checkbox"/>
Declaration and signature – section 5	<input type="checkbox"/>

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.

1 Name

Post: Tribunal Clerk

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

English, Welsh, Scottish, Northern Irish or British

Irish

Gypsy or Irish Traveller

Any other White background – Please tick and state below:

B Mixed or multiple ethnic groups

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed or Multiple ethnic background - Please tick and state below:

Annex C continued

C Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background –
Please tick and state below:

D Black, African, Caribbean or Black British

- African
- Caribbean
- Any other Black, African or Caribbean background – Please tick and state below:

E Other ethnic Group

- Arab
- Any other ethnic group,
please tick and state below:

3. 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 if you attend an interview? Yes No

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

4. Gender

5. Age (as at last birthday)

6. Marital Status

Please tick as appropriate

Single Cohabiting Civil Partnership Married Divorced
Widowed