

Technical Support Officer Job Description and Person Specification

Job Title:	Technical Support Officer
Grade:	AP3-AP4
Responsible To:	Technical Resource Manager

Role Purpose:

Lothian Valuation Joint Board is responsible for the creation and maintenance of the largest Valuation Roll, Council Tax List and Electoral Register in Scotland.

The post-holder will be part of a team of 5 members focussed on providing administrative support to the Valuation and Operations groups within Non Domestic and Council Tax functions of LVJB. Additionally they will provide support to senior staff including Assistant Assessors and Principal Surveyors.

Key Duties and Activities:

The post-holder will be part of a team of 5 members primarily focused on providing administrative support to the five/six valuation groups that service non-domestic and council tax valuation for the Edinburgh and Lothians Constituent Council areas. Key duties and activities include:

- Administrative support to the Non Domestic Rates Proposal and Appeals group;
- Administrative support to the Council Tax Proposal and Appeals group;
- Administrative support to the Operations group;
- Administrative support facilitating the triennial general revaluations;
- Manage data gathering and Assessor Information Notice (AIN) control;
- Civil Penalty administration;
- Participation in LVJB project groups;
- Membership of internal working groups;
- Membership of ITC testing groups;
- Training and mentoring as required;

- Monitor, assess, respond and / or re-direct incoming and archive email traffic received in the numerous dedicated inboxes serving the Valuation, Council Tax and Technical Support group areas.

Supervision and Management of People:

There are no formal staff responsibilities, though the post will have responsibility over other staff as appropriate. Particular projects, working groups and other tasks are likely to require the post-holder to take responsibility for staff from other LVJB teams and manage project teams.

Creativity and Innovation:

The post-holder will be expected to work with minimal supervision, reacting to and prioritising their workload according to the needs of the service. They are responsible for ensuring continuance of multiple tasks, many of which are governed by statutory timetables.

The post-holder will be expected to attend and contribute to Project Groups concerned with processes and procedural review. They will be required to review processes, make suggestions for and implement change.

The post-holder will require to assist in the development, functionality and implementation of any new and developing systems relating to Non-Domestic, Council Tax and Operation service areas.

The post-holder will contribute to the creation of user manuals and organisational instructions pertinent to their role.

The post-holder will operate within a varying and often conflicting environment requiring a diplomatic approach to deal with competing priorities and demands.

Contacts and Relationships:

It is essential that the post-holder co-ordinates with other Technical Support Officers to ensure consistency of practice. They will also be expected to liaise with administration staff to ensure continuity of service. The post will have contact with all staff up to Corporate Leadership Team level.

They will also be in contact with departmental staff of constituent Local Authorities, administration personnel of caseworkers for the First Tier and Upper Tier Tribunal Service of the Scottish Courts Service.

The post-holder will represent the Assessor in communications with the general public and taxpayers, other Assessors' offices and their staff and with professional agents.

Decisions and Discretion:

Subject to guidance from Assistant Assessor / Principal Surveyor and being compliant with statutory provisions, LVJB Policies, Practice Notes and Procedures:

- The post-holder will determine the completeness or otherwise of proposals;
- The post-holder will also be the stage two reviewing officer;
- The post-holder will dismiss time barred proposals;
- The post-holder will review, dismiss or escalate Civil Penalty outcomes;
- The post-holder will review, manage, escalate or refund Civil Penalty payments;
- The post-holder will assist in the preparation of case material relating to Civil Penalty Appeals;

The post-holder must have the ability and confidence to remedy incorrect or incomplete information.

Decisions and Consequences:

The post-holder is required to accurately assess the completeness of NDR and CT proposals in line with current legislation and proposal and appeals regulations. Failure to do so may lead to a potential disenfranchisement of stakeholders or escalation to the First Tier Tribunal or Sheriff's Court.

They must accurately assess the completion of an AIN to prevent the issue of or to mitigate a live Civil Penalty.

Resources:

The post-holder will be responsible for a range of office equipment and will update and maintain data.

The post-holder will be required to assist in the training of colleagues, including mentoring new members of the Technical Support team.

Work Demands:

The post-holder will work with minimum supervision in a changing environment and will need to effectively and diplomatically manage competing priorities, interests and pressurised timescales. This includes the requirement to use their own initiative regarding time-management to allow their workload to be met.

The post-holder must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.

Whilst the post-holder works independently with minimum supervision and has autonomy over their own workload, they are often subject to dealing continually with queries and interruptions, often requiring an immediate response.

The post-holder must utilise their professional knowledge to make decisions to support the service delivery of the organisation.

Physical Demands:

Although the post may be exposed to some physical demands, these will be predominantly within the range of normal physical effort, including standard office duties.

Working Conditions:

Although the post-holder may be exposed to some adverse working conditions, these will be predominantly within the range of normal office based activities.

Work Context:

Although the post-holder will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a LVJB employee.

Knowledge and Skills:

The post-holder will have thorough knowledge, experience and understanding of Non-Domestic Rating, Council Tax and appropriate skills and knowledge in relation to the IT applications.

The post-holder will review areas of potential change, forthcoming demands and be confident to make recommendations for change.

The post-holder will have the ability to show initiative and be able to problem solve to gain understanding of unfamiliar working practices quickly is required.

The post-holder is qualified to HNC level in a relevant discipline or possess equivalent experience or expertise.

The post-holder shall be confident and self motivated with excellent communication skills.

Develop working relationships with key staff in external organisations and constituent councils to ensure mutual support networks are in place.

Health and Safety:

Protecting the health and safety and welfare of our colleagues, and our third parties including members of the public, contractors and service users.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from the Health and Safety Committee and HR Manager, including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found at [LVJB Health and Wellbeing](#).

Person Specification – Essential	Person Specification – Desirable
<ul style="list-style-type: none">• HNC in Business Administration or equivalent.• Good computer literacy and familiarity with relevant IT packages.• A good attention to detail and a high level of organisational and communication skills.• Ability to work with minimal supervision using their own initiative• A flexible approach to requirements of post• Ability to make decisions quickly and effectively and recognise when to pass work to senior staff	<ul style="list-style-type: none">• Able to undertake statistical research and analysis.• A proven track record of relationship building and liaising with a variety of stakeholders.• Thorough knowledge of operations throughout the LVJB.• Thorough knowledge of legislation governing LVJB operations.