Lothian Valuation Joint Board
Assessor & Electoral Registration Office

Trainee Technician – Job Description and Person Specification

Job Title:	**Trainee Technician**
Grade:	**AP1 – AP2**
Responsible To:	**Divisional Valuer**

Role Purpose:

To assist the Assessor and Electoral Registration Officer in maintaining Valuation Roll and Council Tax List.

To carry out survey, measurement and assist with valuation for Council Tax purposes.

To undertake the survey, measurement and assist with valuation of non-domestic properties as required.

To provide support to professional staff.

Key Duties and Activities:

- Assisting with valuation of all categories of dwelling for Council Tax purposes.
- Maintaining computer and hard copy files relating to Council Tax.
- Assisting in the development and implementation of IT programmes for Council Tax purposes.
- Contributing to the review of Council Tax procedures through participation in working groups.
- Analysis of sales evidence to recommend Council Tax bands and values.
- Supervised negotiation of banding proposals and appeals with public and agents, as training progresses.
- Assisting with preparation of evidence for use before First Tier Tribunal Service.
- Assisting in the survey of all categories of non-domestic property.
- Maintaining computer and hard copy records for non-domestic property.
- Assisting with the valuation of non-domestic property.
- Assisting in rebanding exercises as required.

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Supervision and Management of People:

Role holders have no formal line management or supervisory responsibility for staff.

Role holders may assist with induction and familiarising new employees with local processes, work practices, shadowing, providing general guidance and sharing of good practice.

Creativity and Innovation:

Role holders are largely regulated by general frameworks of recognised procedures, however, there is some scope for creativity on an occasional basis. For example, instances where no "tone date" sales evidence is available when assisting in determining a banding for a property and role holders are required to be creative and look at other methods of arriving at an appropriate banding.

Another example would be developing the new housing planner on teams (to record the progress of new housing sites) or the iPad development which allows gathering of information and creation of templates for new entries on DVS.

- Exercise of proper judgement in recommending Council Tax bands.
- Preparation of valuations and reports.
- Correspondence with taxpayers and agents.
- Assisting with the preparation of material for First Tier Tribunal Service.
- Contributing to organisation wide working groups as appropriate.
- Acting in accordance with principles of Best Value.
- Must be able to quickly adopt changes to IT systems and processes.
- Be able to interpret information provided from a variety of sources.
- Identify training needs.
- Contribute to the process of system review and undertake testing of new systems.

Contacts and Relationships:

- The general public, for example, in relation to enquiries, proposals and citations for hearings.
- All staff within Lothian Valuation Joint Board.
- Departmental staff of the four constituent councils.
- Professional agents.
- House builders site Sales Managers and housing associations for details of new housing and other information.

- Some matters are likely to be contentious or complex requiring tact and sensitivity to explain outcomes, for example, explaining the conclusion of council tax banding decisions, etc.

Decisions and Discretion:

- Recommending banding levels for Council Tax by accurate analysis and interpretation of sales evidence.
- Reviewing and recommending appropriate banding increases following domestic property alterations.
- Liaising with colleagues to ensure consistency of practice.
- Provision of recommendations to senior staff.
- Role holders have some autonomy to prioritise their own workload.
- Role holders may interpret and recommend decisions based within already set frameworks and guidance.

Decisions and Consequences:

The impact and effect of recommendations made by the role holder can vary, depending on area. For example, banding of brand-new housing, affects all comparable properties within the area.

Decisions may have an immediate material impact on a home owner. For example decisions made at Point of Sale have potential for backdated costs for new owners if not actioned timeously.

Recommendations made about extended or altered properties could have an impact on comparisons for future extended properties which come on the market.

The role holder may make recommendations which could have a significant impact on a group of home owners. For example, decisions could have follow on consequences in relation to volume of proposals and appeals.

Resources:

Will be responsible for a range of IT equipment that is available to employee to enable them to work in accordance with the LVJB's hybrid working policy.

Will receive their own survey equipment to enable them to carry out survey safely when required.

Will share surveying measuring equipment to enable them to perform that role.

Work Demands:

- The role holder must have the ability to prioritise their work during times where there are competing statutory deadlines and liaise with the Divisional Valuer in suitably planning to ensure that all statutory responsibilities are met. This includes organising and prioritising their work depending on progress of new housing estates and associated completion dates.

- In the event of a future revaluation of Council Tax, the role holder will have a central involvement in aspects of that process, including the determination of council tax bands in localised areas.

Physical Demands:

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities and in compliance with any health and safety policy within or outwith the office.

Working Conditions:

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities and will not be more than the normal required of an LVJB employee in day to day activities and subject to any relevant health and safety policy.

Work Context:

The role holder's work involves minimal risk to their personal safety and the environment is unlikely to compromise their health and wellbeing.

Post holders will be expected to comply with the LVJB's Lone Working Policy and to undertake the necessary risk assessments for lone working.

Role holders are expected to be out on survey approximately one day (20%) of the week. This includes visits to building sites, domestic properties or environments where additional health and safety must be considered.

Knowledge and Skills:

- Minimum academic achievement, 2 SQV National Highers and 4 SQV National 5 passes at level C or above, which must include Mathematics and English or equivalent transferable experience and skills.

- Working towards completion of the Trainee Technician training framework (See Technician and Trainee Technician Career Pathway).

- Familiarity with the survey of categories of domestic and non domestic property.

- The ability to analyse sales evidence and apply banding levels.

- Competent to apply standard schemes of non domestic valuation.

- Role holders may assist with induction and familiarising new employees with local processes, work practices, shadowing, providing general guidance and sharing of good practice.
- Experience of operating computer systems and knowledge of Microsoft products i.e. Word and Excel.
- Good communication skills and experience of dealing with the public in writing and verbally.
- Must be able to demonstrate a high standard of skill with spoken and written English.
- The ability to meet customer needs through excellent customer service.
- It will be a requirement of the post that the post-holder obtains a Basic Disclosure from Disclosure Scotland.
- Willingness to travel.
- Display positive attitude.
- Flexible approach.

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:		
ATTRIBUTES	**ESSENTIAL REQUIREMENTS**	**DESIRABLE REQUIREMENTS**
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	Minimum academic qualification: 2 x SQA Highers and 4 x National 5 passes (or equivalent) at level C or above which must include Mathematics and English.	HNC or HND in relevant discipline.
RELEVANT WORK/ OTHER EXPERIENCE	• Customer service experience.	• Awareness of property market. • Experience in estate management or valuation. • Admin and/or record management experience.
PARTICULAR SKILLS/ ABILITIES (e.g. technical ability, computing skills, other work related skills)	• IT literate, including Microsoft Office. • Ability to effectively communicate information verbally. • Present written information e.g. reports, in a clear concise form.	Ability to organise and plan own workload within specific time limits.
PERSONAL QUALITIES (e.g. inter-personal skills, attitude, adaptability, motivation, presentation)	• Display positive attitude. • Recognise when to pass work onto manager.	• Motivated to pursue a career. • Ability to make decisions quickly and effectively and exercise initiative.
ANY ADDITIONAL JOB RELATED REQUIREMENTS	• Full current driving licence or willingness to travel. • New employees will require a basic Disclosure check.	