

# The Highland and Western Isles Valuation Joint Board

Assessor and  
Electoral Registration Officer  
Frank W Finlayson

Headquarters  
Moray House  
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Inverness IV1 1QY

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## IT Support Officer

**Post:** IT Support Officer  
**Location:** Moray House, 16-18 Bank Street, Inverness, IV1 1QY  
**Hours:** 35 hours per week (flexible working)  
**Grade:** AP4  
**Salary:** £33,900.05 - £37,159.83 per annum  
**Contact:** Roy Christie – [roy.christie1@highland.gov.uk](mailto:roy.christie1@highland.gov.uk)

The postholder will report to the IT Manager but will work under the general direction of the Senior Management Team.

### Job Purpose

To assist with delivering a high quality, efficient and effective IT provision for the organisation, including elements carried out in house and those carried out by external suppliers.

The postholder will work alongside the IT Manager and Senior Management Team to ensure that IT provision for the Board's three main statutory functions is delivered within set objectives and that project deliverables are met within agreed timetables. The successful candidate will be expected to share knowledge within the IT team but also to the wider Valuation Joint Board Team, be an active member of Internal Working Group meetings, and deal with queries from suppliers. The postholder will be expected to carry out continuous professional development.

### Further Information

Each of the 32 local Councils within Scotland is a valuation authority and responsible for appointing an Assessor. The Assessor is responsible for assigning a value to properties for tax purposes:

- The Council Tax list records the Council Tax band of every home in Highland and Western Isles
- The Valuation Roll records the owners, occupiers and rateable values of business premises

The Electoral Registration Officer compiles the Electoral Register which lists the names and addresses of everyone registered to vote in all UK and Scottish Parliament elections and in Local Government elections.

The Highland & Western Isles Valuation Joint Board is made up of 10 elected members:

- 8 from the Highland Council
- 2 from Comhairle nan Eilean Siar (The Western Isles Council)

The Board appoints and is responsible for the administrative oversight of the Assessor and Electoral Registration Officer.

## **What we are looking for**

The successful applicant will be a team player by nature with good communication skills and a sound understanding of the organisation and its statutory functions. You should have excellent organisational skills, be methodical, have an enthusiastic approach to the role and be able to bring new ideas to the organisation on the effective use of technology to streamline processes.

Professionalism, self-motivation and an ability to problem solve will be required in order to carry out the role. The successful applicant should act at all times with honesty, integrity and self-respect.

Employees of the Highland & Western Isles Valuation Joint Board are required to undertake a basic Disclosure check. The successful applicant will be required to work overtime at times of peak pressure and during project delivery in order to meet work deadlines.

Salary placing will normally be at the first point of the scale.

## **Employee Benefits**

The Highland & Western Isles Valuation Joint Board is committed to their employees and offers an excellent benefit package that can include:

- Competitive salary with an incremental scale and annual pay review.
- 21 days paid holiday plus 14 Public paid holidays (pro rata for part-time staff), rising to 26 days paid holiday (pro rata for part-time staff) after 5 years continuous service at the commencement of the next leave year.
- Pension Scheme, including employer's contribution of 17.5%.
- For members of the Local Government Pension Scheme there is an opportunity to join the Salary Sacrifice Shared Cost AVC Scheme.
- A genuine commitment to the health and wellbeing of our employees.
- Family Friendly staff policies (including maternity, shared parental, adoption, and ordinary parental leave).

If you are interested in working for the Highland & Western Isles Valuation Joint Board and being part of a team providing a first-class service, please view the job description and person specification below.

## **1. Job Description – Key Duties and Responsibilities**

The post holder will carry out the following key duties and responsibilities:

- Support the IT Manager and Senior Management Team in delivery of a first-class IT service to end users;
- Identify, design and develop databases using relevant software applications (e.g. Excel, Access etc) in order to manage large data sets and support management information requirements;
- Assist the IT Manager in maintaining the department's SharePoint site, network drives, telephony and IT devices;
- Dealing with ad-hoc enquiries from suppliers, stakeholders and service users;

- Logging and escalation of support calls with external partners, and act as first point of contact for IT suppliers;
- Set up of IT equipment for new users following current procedures, as well as set up for software packages;
- Participating in, in-service training schemes to ensure knowledge is shared within the IT team and wider Valuation Joint Board team;
- Continuing professional development through research and attendance at relevant training courses/seminars, to keep up with modern ways of working;
- Ensuring relevant documentation is properly created and maintained, including creation of test plans for system updates;
- Input and adhering to an IT Disaster Recovery Plan for the organisation;
- Participate in internal IT Working Group meetings and any other meetings as required, such as supplier meetings;
- Play an active role in the Board's Records Management Plan;
- Assisting with set up of projects on systems and carrying out tasks associated with projects i.e. set up of elections, annual canvass, data extracts for printers, etc.;
- Assist with keeping operational IT guidance up to date for users, and lead on the development of user guidance and training materials;
- Assist with updating of Board website, intranet and social media platforms once operational,
- Use process mapping and other techniques to record and catalogue organisation processes, including requirements and metrics;
- Produce reports and statistics as required for the senior management team / management team;
- Act as mentor to Admin Assistant based within the team; and supervise as and when required;
- Deputising for the IT Manager as required;

## **2. Other Duties**

The post holder may be required to perform duties appropriate to the post other than those given in the job description as directed by the senior management team/management team. The duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variances are a common occurrence and would not justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

## **3. Person Specification – Essential Attributes**

- Educated to degree level in a numerate/business/technology related subject; or
- Relevant industry specific qualification(s); or
- Extensive relevant proven experience that demonstrates a similar level of knowledge and understanding;
- Ability to understand business requirements and translate them into technical documentation;
- Ability to think laterally and to explore and explain alternative perspectives to business problems;
- Experience of tools and techniques used for business process improvement;
- Advanced understanding and knowledge of desktop packages e.g. Office 365 and Microsoft Windows;
- A good working knowledge of PC, laptop, mobile and domain security systems and procedures and standards;

- Ability to prioritise workloads for self and team in a demanding environment, ensuring that deadlines set by the senior management team/management team are met timeously;
- Excellent relationship management and engagement skills, with ability and confidence to manage relationships at all levels;
- Ability to think analytically and challenge the status quo;
- Proven excellence in communication and presentation skills, both oral and written;
- Self-motivated and enthusiastic with an ability to work flexibly to meet deadlines on own initiative and under pressure;
- Willing to be flexible about travel for work and training purposes;
- Able to produce work of a high standard (accuracy and attention to detail);
- Evidence of strong numerical, analytical and problem-solving skills;
- Good understanding of cyber security principles and implications for the use of technology in a complex IT environment;
- Experience of working in a project environment;
- SharePoint management;
- Understanding of website management.

**Candidates should demonstrate on their application how they meet the essential criteria.**

#### **4. Health and Safety**

Health & Safety is an integral part of any role within the Highland & Western Isles Valuation Joint Board. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident Reporting procedures and comply with them;
- Undertake a continual program of Risk Assessment in relation to their role.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Valuation Joint Board's Health & Safety Procedures.

#### **5. Guaranteed Interview Scheme**

The Highland and Western Isles Valuation Joint Board operates a guaranteed interview scheme for anyone who has a disability. You will be guaranteed an interview if you meet all the essential criteria as outlined in this job and person specification.

