

Valuation Tribunal for Wales

Executive Manager

The role

The principal functions of the Executive Manager are:

- to assist in overall management and operational duties of the VTW.
- Provide cover in the absence of the Chief Executive.

As with all appointments at VTW, this post is subject to a six months' probationary period.

General background

The Valuation Tribunal has been in existence in one form or another since 1948. It deals with appeals related to the collection of local taxation, principally in connection with the correct valuation of property for Non-domestic Rating and Council Tax purposes.

The Tribunal currently has 19 staff (11 are located in Newport and 8 are home-based) and an external contractor provides database design and coding expertise to the service. The staff organise and service tribunal hearings across Wales. Around 65 volunteer tribunal members hear the appeals listed to these hearings in panels of three. The organisation is an independent public body. It is funded by Welsh Government.

The Tribunal holds hearings in English and Welsh. It currently has sufficient Welsh-speaking members to handle the present demand for Welsh language hearings. However, the Tribunal needs to strengthen Welsh language provision within its workforce; therefore, any new appointees will ideally have some current Welsh ability or, at the very least, be prepared to undertake Welsh language tuition. Our vision is to have an entire workforce with at least conversational Welsh ability. We realise that this will take years to achieve, but it is our long-term goal; and new appointees need to be committed to this.

Location, hours, holiday leave, pay and pension

The job will be based at our Newport office or remotely with frequent visits to Newport office.

The post-holder will be required to travel throughout Wales to provide support and training and attend training events, which will require overnight stays away from home.

The post is full-time (37 hours per week). The Tribunal operates a flexitime working scheme.

Annual holiday entitlement ranges from 26 days to 32 days' personal leave (dependent upon previous qualifying public service and length of service with the Tribunal) plus all UK public/bank holidays.

The role of the Executive Manager occupies Spinal Column Points (SCP) 41 to 49 on the Tribunal's pay scale. The current salary levels for these points are:

41	50,788
42	51,802
43	52,805
44	53,906
45	54,993
46	56,090
47	57,217
48	58,367
49	59,538

The starting point will depend on previous experience and/or level or relevance of qualifications.

Executive Managers are required to use their own vehicle regularly for tribunal business travel; accordingly, an essential car user lump-sum allowance is payable. This is in addition to the mileage rate of 45p per mile. The current rate of essential car user allowance is £103.25 per month. It is paid through payroll in addition to salary and is subject to tax and national insurance. Also expenses for overnight stays are covered by the Tribunal, subject to maximum amounts.

Tribunal staff are automatically enrolled into the Local Government Pension Scheme. A contribution rate of 6.8% (may vary depending on the starting salary) is automatically deducted from salary unless an employee chooses to opt-out from these pension arrangements.

Assessment and interview

After the closing date for applications, we will contact candidates we are interested in and ask them to attend interview(s). The interview process will include candidates delivering a presentation to the interview panel.

Background checks

As a public service body, the Tribunal is required to undertake basic background checks whenever it offers a job to an individual. Therefore, applicants who are offered a job will be required to undertake a Basic DBS (Disclosure and Barring Service) Check.

How to apply

Please supply us with your CV and a cover letter outlining your relevant experience and vision for the role.

Applications may be submitted electronically or in hard copy; and they must be received **by** 03 January 2025

Email electronic applications to:

jobs@valuationtribunal.wales

Post hard copy applications to:

Job Applications
Valuation Tribunal for Wales
22 Gold Tops
Newport
NP20 4PG

Do not send both electronic and hard copy applications.

Valuation Tribunal for Wales – Job Description

Executive Managers (2 mirror posts)

This job description describes the responsibilities of two separate, full-time posts of equal status, which report directly to the Chief Executive. The exact division of day-to-day tasks related to these responsibilities may vary from time to time dependent upon operational circumstances and by agreement between the postholders and by direction from the Chief Executive.

Together with the Chief Executive, the Executive Managers will constitute the senior management team of the organisation.

Reporting to:

Chief Executive

People management responsibilities:

All VTW staff below the Executive Manager grade.

Main Functions:

- To support and work with the Chief Executive in the overall management the VTW, sharing the operational and administrative responsibilities listed below.
- To provide cover for the Chief Executive's activities and responsibilities at times of absence of the Chief Executive.

Operational and administrative responsibilities:

Key Responsibilities:

1. **Support the Chief Executive:**
 - Assist in overall management and operational duties of the VTW.
 - Provide coverage for the Chief Executive during periods of absence.
2. **Operational and Administrative Management:**
 - Oversee the management of appeal workloads.
 - Design and implement the national schedule for tribunal meetings.
 - Allocate staff and tribunal members effectively.
 - Ensure equitable distribution of workload among team members.
 - Address daily issues and concerns raised by staff.
 - Stay informed on legislative changes affecting the tribunal.
 - Offer legal interpretation and guidance on local taxation matters to staff and members of the VTW and to external stakeholders.
 - Attend tribunal hearings as needed to assess performance and service quality.
 - Serve as a hearing room clerk when necessary, utilising personal expertise.

- Ensure quality assurance for written decisions.
- Draft policy documents and consultation responses.
- Identify and address training needs for staff and tribunal members.
- Oversee and contribute to the implementation of relevant training programs.
- Oversee the recruitment process for tribunal members.
- Manage the member appraisal system.
- Monitor and communicate changes in legislation and significant legal rulings.
- Oversee review applications for tribunal decisions.
- Address complaints from tribunal users.
- Ensure IT and manual business systems are effectively maintained and developed.
- Supervise HR, finance, estates, and facilities on a day-to-day basis.
- Maintain comprehensive records for personnel, members, finances, and facilities.
- Coordinate staff absence management.
- Oversee the annual staff review process and timeline.
- Supervise risk management strategies and documentation.
- Serve as the organisation's data and information guardian.
- Monitor compliance with Welsh language standards and other regulatory requirements, such as Health and Safety.
- Identify and address training needs for back-office staff; develop training programs accordingly.
- Manage recruitment processes for staff.
- Represent the VTW on professional forums and at meetings with other stakeholders.

Role change and development

In recognition of the fact that specific functions and tasks of any role can change over time in response to changing circumstances, there may be occasions when other responsibilities, which are commensurate with the function and grade of the role, will be required to be undertaken by the postholders before these changes and developments can be incorporated into the list above. The postholder will occasionally need to be prepared to work outside normal working hours at times when unforeseen demands are made on their time.

Valuation Tribunal for Wales Executive Manager - Person specification

General requirements	Detailed requirements	Essential or desirable	How assessed
Qualifications	(Where the applicant has significant previous full-time work experience): Relevant degree or professional qualification in management, law, public administration or local taxation (IRRV).	Essential	CV
	Driving licence	Essential	CV
Knowledge and skills	Strong understanding of operational management, including staff supervision and resource allocation.	Essential	CV and at interview
	Experience in managing complex workloads	Essential	CV and at interview
	Experience in delivering a quality service	Essential	CV and at interview
	Ability to interpret and provide legal advice in a clear and concise manner	Essential	CV and at interview
	Knowledge of local taxation laws and legal procedures	Essential	CV and at interview
	Excellent verbal and written communication skills	Essential	CV and at interview
	Proven ability to lead, motivate and develop teams	Essential	CV and interview
	Understanding of finance and budget management	Desirable	CV and interview
Experience	Proven ability to build relationships and facilitate collaboration across teams	Essential	CV and interview
	Experience in managing complaints and escalated issues effectively	Essential	CV and interview
	Strong understanding of compliance requirements including adherence to the Welsh Language Standards and other legislative obligations.	Essential	CV and interview
	Experience in conduction staff appraisals and identifying training needs	Essential	CV and interview
	Experience in developing and implementing policies and procedures	Essential	CV and interview
Welsh language skills	Level 3 or above in the Tribunal's Welsh language skill table (see attached).	Desirable	At interview
	Where the applicant has low level proficiency in Welsh (levels 1 or 2 in the Tribunal's language skill table – [see attached]): A commitment to improve.	Essential	CV and interview
	(Where the applicant has NO proficiency in the Welsh Language): A commitment to undertake Welsh language training.	Essential	CV and interview
Personal characteristics	Dynamic	Essential	Interview
	Proactive	Essential	Interview
	Effective communicator	Essential	Interview
	Self-motivated	Essential	Interview
	Supportive	Essential	Interview
	Strategic thinker	Desirable	Interview

VALUATION TRIBUNAL FOR WALES – WELSH LANGUAGE SKILL LEVELS

Language area	Level 1	Level 2	Level 3	Level 4	Level 5
Listening/Speaking:	Can say Welsh names correctly (including first names, surnames, and place names). Can greet tribunal users bilingually and open & close conversations bilingually using simple rehearsed phrases.	Can understand the gist of a conversation in moderately paced Welsh and be able to make an occasional contribution. Can make short basic statements and ask simple questions.	Can understand & take part in Welsh conversations. Can offer responses to queries but may have to use English terms occasionally.	Can contribute effectively in meetings. Can understand different tones & dialect; able to argue for & against an idea or position; able to ask & answer in-depth questions.	Can contribute fluently with confidence on all aspects of the organisation's business and express complex opinions clearly and without hesitation. Can translate effectively for others.
Reading:	Can understand short workplace signs and labels. Can understand other very short written phrases and sometimes very short sentences.	Can understand a significant amount of brief documents given sufficient time and access to language tools.	Can understand most correspondence & other business-oriented material. May have to use language tools for high level or technical vocabulary.	Can understand formal correspondence & short reports.	Can understand complex formal documentation.
Writing:	Can write Welsh place and personal names correctly Can include simple Welsh phrases in messages (eg within emails, texts, post-it notes, etc).	Can write brief messages & emails using simple sentences.	Can write short documents and notes with modest use of language tools.	Can produce grammatically correct, good conversational-style documents and emails etc with occasional use of language tools. Can take good quality notes in meetings.	Can produce formal documentation to a very high standard with minimal use of language tools. Can translate confidently and accurately with appropriate style and tone.