

Valuation Tribunal for Wales

IT Administration and Support Officer

The role

This is a new role within the Valuation Tribunal for Wales' staffing structure.

The principal functions of the IT Administration and Support Officer are:

- to oversee the maintenance and administration of IT systems, ensuring they are up-to-date and secure.
- to design, develop and maintain system applications ensuring they meet user requirements and business objectives.
- to provide technical support to end-users, resolving system-related issues and providing training as required.
- to document system configurations, processes, and procedures to ensure knowledge continuity and compliance.
- to ensure data integrity and security, implementing measures to protect sensitive information.
- to ensure systems and processes comply with relevant laws, regulations and internal policies.

In recognition of the fact that this is a new role, the specific functions, responsibilities and tasks may evolve over time in response to changing circumstances.

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. The post-holder will occasionally 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 IT Administration and Support Officer occupies Spinal Column Points (SCP) 15 to 23 on the Tribunal's pay scale. The current salary levels for these points are:

15	29,093
16	29,572
17	30,060
18	30,559
19	31,067
20	31,586
21	32,115
22	32,654
23	33,366

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

Travelling expenses are paid at a mileage rate of 45p per mile and 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 6.5% 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 an interview.

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 use our application form. Do not supply a CV.

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. Use one or the other; not BOTH.

Valuation Tribunal for Wales – Job Description

IT Administration and Support Officer

Overall Objective

The IT Administration and Support Officer is required to:

- manage, maintain and administer the Tribunal's IT resources effectively;
- provide technical support to Tribunal staff; and
- maintain IT related documentation, including certification for compliance and desktop instructions.

Reporting to:

Principally: Executive Managers

Additionally: Chief Executive

People management responsibilities:

None

Main Responsibilities:

- Procuring, commissioning, and maintaining office IT equipment.
- Overseeing the administration of cloud-based IT systems, principally using Microsoft Office 365 Admin and Entra ID (Azure AD), ensuring they are up-to-date and secure.
- Assisting in the development of the organisation's SQL database.
- Assisting in the development of applications for mobile devices and website applications that interact with the VTW's database.
- Deploying and enforcing security policies and procedures.
- Providing technical support to end-users, resolving system-related issues and providing training as needed.
- Documenting system configurations, processes, and procedures to ensure knowledge continuity and compliance.
- Creating, developing, and maintaining system applications, ensuring they meet user requirements and business objectives.
- Optimising system performance and troubleshooting issues to ensure seamless operation.
- Performing data analysis to identify trends, patterns, and insights that can drive business decisions.
- Generating and distributing regular and ad-hoc reports to Tribunal managers and external stakeholders, ensuring data is presented in a clear format.
- Collaborating with stakeholders to gather and translate business requirements into technical specifications.
- Participating in projects related to system improvements, ensuring timely and successful delivery.
- Working with internal teams to implement new system solutions and enhancements.
- Identifying IT risks.

- Keeping abreast of the latest trends and advancements in IT.
- Proposing and implementing enhancements to improve system efficiency, data quality, and user experience.
- Identifying opportunities for process automation and optimisation to increase operational efficiency.
- Ensuring data integrity and security, implementing measures to protect sensitive information.
- Ensuring systems and processes comply with relevant laws, regulations, and Tribunal policies.
- Complying with Health & Safety, Disability Discrimination, Equal Opportunity, Data Protection and Freedom of Information and Welsh Language Scheme/Policies as briefed.

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 postholder before these changes and developments can be incorporated into the list above.

Valuation Tribunal for Wales

IT Administration and Support Officer - Person specification

General requirements	Detailed requirements	Essential or desirable	How assessed
Qualifications	(Where the applicant has significant previous full-time work experience): Good general education including recognised qualifications in Welsh and/or English, and Mathematics and IT-related qualifications.	Essential	Application form
	(Where the applicant has NO or little previous full-time work experience): IT Degree or equivalent IT related qualifications.	Essential	Application form
	Recognised qualification in Microsoft Office applications	Essential	Application form
	Driving licence	Essential	Application form
Knowledge and skills	Sound knowledge of Office 365 Admin and Entra ID (Azure AD).	Essential	Application form and at interview
	Practical knowledge of DNS administration.	Essential	Application form and at interview
	Practical knowledge of SQL/Database administration.	Essential	Application form and at interview
	Practical knowledge of networking and security practices	Essential	Application form and at interview
	Working knowledge of Apple MacOS, iOS and MDM software	Desirable	Application form and at interview
	Programming skills in SQL and PHP	Desirable	Application form and at interview
	Familiarity with the principles of cyber security and data privacy	Desirable	Application form and at interview
	Website design, development and deployment	Desirable	Application form and at interview
Experience	Experience of providing technical support and developing guidance and training where necessary.	Essential	Application form and interview
	Experience of cloud computing, hosting and architecture and DNS register administration and update.	Essential	Application form and interview
	Experience of delivering IT projects from design to deployment.	Desirable	Application form and interview
	Working effectively as part of a team and being able to work independently.	Desirable	Application form and interview

Welsh language skills	Level 3 or above in the Tribunal's Welsh language skill table (see attached).	Desirable	At interview Application form and 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	Application form and interview
	(Where the applicant has NO proficiency in the Welsh Language): A commitment to undertake Welsh language training.	Essential	Application form and interview
Personal characteristics	Analytical and problem-solving.	Essential	Interview
	Attention to detail.	Essential	Interview
	Effective communicator in person and in writing.	Essential	Interview
	Self- motivated and proactive.	Essential	Interview
	Able to prioritise own workload.	Essential	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.