

Person Specification: Executive Manager

The Valuation Tribunal for Wales (VTW)

Essential Criteria

1. Experience and Qualifications

- Proven experience in a senior management role, preferably within the public sector or a tribunal environment.
- Relevant degree or professional qualification in management, law, public administration, or a related field.

2. Operational Management Skills

- Strong understanding of operational management, including staff supervision and resource allocation.
- Demonstrated experience in managing complex workloads and ensuring quality service delivery.

3. Legal and Regulatory Knowledge

- Knowledge of local taxation laws and legal procedures relevant to the tribunal setting.
- Ability to interpret and provide legal advice in a clear and concise manner.

4. Communication and Interpersonal Skills

- Excellent verbal and written communication skills, with the ability to engage effectively with diverse stakeholders, including staff, tribunal members, and the public.
- Proven ability to build relationships and facilitate collaboration across teams.

5. Problem-Solving and Decision-Making

- Demonstrated ability to handle complex legal and administrative issues with a focus on quality assurance.
- Experience in managing complaints and escalated issues effectively.

6. Commitment to Compliance

- Strong understanding of compliance requirements, including adherence to Welsh language standards and other legislative obligations.
- Experience in developing and implementing policies and procedures.

7. Leadership and Team Management

- Proven ability to lead, motivate, and develop teams, fostering a supportive and positive work environment.
- Experience in conducting staff appraisals and identifying training needs.

8. Flexibility and Travel

- Willingness to travel throughout Wales as required by the role.

Desirable Criteria

1. Knowledge of Welsh Language and Culture

- Familiarity with the Welsh language and a commitment to promoting its use within the organization.

2. Strategic Thinking

- Ability to contribute to the strategic direction of the organization, identifying opportunities for operational excellence and innovation.

3. Financial Acumen

- Understanding of finance and budget management within a public sector context.

Personal Attributes

- **Dynamic and Proactive:** A self-starter with a passion for operational excellence and public service.
- **Empathetic Leader:** Committed to fostering a supportive and inclusive workplace culture.
- **Detail-Oriented:** Strong attention to detail, ensuring high standards in all outputs.