

ADMINISTRATIVE SUPPORT OFFICER

About us

The Valuation Tribunal for Wales (VTW) hears local taxation appeals, mainly with regard to Council Tax and Non-domestic Rating (business rates). It is an independent public body that is funded by Welsh Government. 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.

The role

The principal functions of an Administrative Support Officer are:

- to provide full administrative services to the VTW, and,
- to support Tribunal Clerks with the management of their allocated hearings, liaising with the parties and tribunal members as required.

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

Location, Salary and Benefits

The job will be based at our Newport office. However, you may be asked to travel throughout Wales which may require an occasional overnight stay.

The post is full-time post, 37 hours per week, Monday to Friday and the VTW operates a flexitime working scheme.

You will be entitled to 26 Days Annual Leave, plus all UK bank holidays.

VTW staff are automatically enrolled into the Local Government Pension Scheme.

This post also offers genuine career progression opportunities, training and support.

Ideal Candidates:

We are looking for someone;

- With excellent time management, the ability to prioritise, organise and show initiative.
- Who has an inquisitive mindset, can identify issues, troubleshoot problems, and propose solutions.
- With excellent communication skills both verbal and written.
- With a good eye for detail.
- Who has a willingness to learn.
- Who is proficient in Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).
- With strong customer care skills.

Our ideal candidate would be able to demonstrate a high level of Welsh Language ability and be someone who could demonstrate a willingness to learn along with the ability to problem solve as well as taking ownership and accountability for decisions they make.

Assessment and interview

After the closing date for applications, we will contact candidates we are interested in and ask them to attend an interview. Before the interview by a panel, candidates will be required to undertake a short keyboard skill and writing test.

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.

Applications may be submitted electronically or in hard copy; and they must be received **by 27 June 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

Administrative Support Officer (ASO)

Overall Objective

Administrative Support Officers (ASOs) are required to:

- Support the core functions of the tribunal in providing comprehensive case management and administrative support, and
- provide an effective and robust administrative service including dealing with telephone enquiries, appeal management, financial and general administration

Reporting to:

Directly: Members of the Management Team

People management responsibilities:

None

Main Responsibilities:

- Fully understand and implement laid down office and business procedures.
- Ensure the timely and accurate input of all relevant information and data, including amendments via manual and IT systems.
- To produce accurate data and information in a user-friendly format for both internal and external use.
- Maintain and regularly update office and tribunal records.
- Meet, greet, and direct visitors at the Tribunal's offices and external hearing locations as required.
- Provide a professional and courteous clerical service to members and chairs and all other relevant bodies.
- Ensure that all correspondence and documentation is collated and filed appropriately to ensure speedy record retrieval.
- Maintain accurate stationery stock records, as directed
- Provide administrative support for the appointment of members.
- Provide a proactive customer focussed service both internally and externally and provide accurate advice and guidance.
- Provide comprehensive casework management and administrative support escalating matters where necessary.
- Proactive and effective liaison with clerks providing status updates pre- and post-hearing.
- Prepare any case management documentation, which will include effective management of electronic records. Ensure documents/evidence is labelled to accord with agreed naming practices. Carry out any checks required so that information provided to hearing clerks and panel members is accurate and complete to allow decisions to be made.
- Act as the first line contact on all pre- and post-hearing administrative enquiries and procedures in accordance with current processes. This will include accurate preparation of information and Review of Decision documentation and Consent Orders.

- Proof reading of clerk's decisions to help ensure accuracy and readability.
- Liaise with local authorities' agents, appellants, and the Valuation Office Agency on a range of issues regarding appeals and follow established administrative procedures.
- To comply with Health & Safety, Disability Discrimination, Equal Opportunity, Data Protection and Freedom of Information and Welsh Language Scheme/Policies as briefed.
- Assist in the training of any new Administrative Support Officers.
- Assist when required in special projects.

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

Administrative Support Officer - Person specification

General requirements	Detailed requirements	Essential or desirable	How assessed
Qualifications	Good general education including recognised qualifications in Welsh and/or English, and Mathematics	Essential	Application form
	Driving licence	Desirable	Application form
	Recognised qualification in Microsoft Office applications	Desirable	Application form
Welsh language skill	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	At interview
	(Where the applicant has NO proficiency in the Welsh Language): A commitment to undertake Welsh language training	Essential	At interview
Other skills	Good word-processing / keyboard skills	Essential	Assessment test
Experience	Working effectively as part of a team	Desirable	Application form and interview
	Working effectively as an individual alone	Desirable	Application form and interview
Personal characteristics	Attention to detail. Quality-aware	Essential	Interview
	Able to shift tasks at short notice	Essential	Interview
	Some flexibility over working patterns	Essential	Interview
	Willingness to travel to other venues	Essential	Interview
	Articulate in speech	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.