



Role Description & Person Specification

Administrative Support Officer (AO)

Ratings and Valuations

Treasury/Financial Governance Division

Grade:	AO / Pay Band 7
You will report to:	Valuation Assistant
You will line manage:	No line management

What will you do?

This role provides essential administrative and operational support to the Rating and Valuations Team within the Financial Governance Division. The position demands a proactive approach, requiring the post holder to demonstrate excellent data management and organisational skills. Individuals in this role must be capable of using their own initiative and exercising discretion in all matters.

The successful candidate should be prepared to undertake additional responsibilities as and when requested. The ability to prioritise tasks efficiently is essential, as is the capacity to contribute positively to a team environment while also being able to work independently when necessary.

What does it involve?

Rating and Valuations Administration Support

You will:

- Assist with preparation and publication of supplementary valuation lists.
- Scan, file and index valuation reports and correspondence.
- Maintain accurate digital and physical records in line with data protection and information governance requirements.
- Draft and manage standard communications with ratepayers and all authorities.
- Log and track incoming queries and responses.
- Assist in compiling data for financial impact assessments, FOI responses and audit requests.
- Help prepare and store information for formal Freehold and Leasehold valuations for various Departments and Audits.
- Help organise meetings, produce minutes, and follow up on actions.
- Handle ratepayer and authorities queries.
- Prepare documentation for the Rates Team and liaise with them as required.
- Manage, review, delegate and action emails into central mailboxes.

- Support Valuation Officers with data collection, file reviews, case preparation and basic valuation tasks - including input and update of property records and checking figures for consistency, accuracy and clarity in all valuations.
- Support application of relevant legislation including the Rating and Valuation Act 1953 and financial governance requirements. Including strict timescale for submissions to The Rent and Rating Appeal Commissioners.

Other Duties

You will:

- Participate in and support projects as determined by the Valuation Assistants.
- Carry out other AO-grade duties as required.
- Work as part of a team, providing cover for Administration Officers within the wider Division in response to peaks of workload.
- Assist with LEAN reviews and process improvements.
- Engage in structured learning to build capability for future responsibilities.
- Identify opportunities to streamline and improve administrative processes through the effective use of technology, automation and digital solutions.

Reporting Framework

The post holder reports to the Valuation Assistant (EO). The Valuation Assistant is responsible as "Reporting Officer" for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Qualities Framework level 2.

As Reporting Officer, the Valuation Assistant will ensure that in line with the requirements and timescales set out in the scheme, amongst other things:

- An annual Performance and Development Review and personal Development Plan is agreed.
- A review and assessment of performance and competencies/behaviours is made.
- A minimum of 4 Performance and Review meetings are conducted.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risk or near misses to a responsible manager and/or the person responsible for Health and Safety in the Financial Governance Division.

Integrity

As an appointee of the Treasury, the role holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each officer has a personal and legal responsibility to maintain the confidentiality of all Financial Governance Division and Treasury business and to uphold such confidences.

As a member of the Treasury, the role holder represents the Department in a wide range of settings. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

General Scope

This job description is intended to be a guide to the general scope of duties and is not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This role description will be reviewed as necessary to reflect the future requirements of the Financial Governance Division and the Treasury. This job description may be amended as required to meet future division needs.

Confidentiality

You are required to comply with the Official Secrets Act 1911 and 1920. Breach of this confidence will result in action under the Disciplinary Procedure and may lead to dismissal. The Financial Governance Division holds personal and sensitive data; you may be personally liable at law if you in any way contravene the appropriate terms of the Data Protection Act 2018.

Policies, Procedures and Regulations

You are required to comply with all policies, procedures and regulations issued by the Isle of Man Government, Public Service Commission. These can be obtained through your Line Manager.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
A minimum qualification of 5 GCSEs at grade C (4) or above or equivalent qualifications including English language.	D	CV
Relevant experience in an administrative role within a finance related, customer-based environment.	D	CV
Experience of working with information systems.	D	CV/Interview
Have open conversations and address issues.	E	Interview
Professional and credible.	E	Interview
Build supportive relationships.	E	Interview
Capability		
Have a basic understanding of the functions of Treasury and wider Government.	D	CV/Interview
An effective communicator in both written and verbal form.	E	Interview
A proven team worker with excellent interpersonal skills.	E	CV/Interview
A good working knowledge of Microsoft applications.	E	CV/Interview
Professional and diplomatic when dealing with customers.	E	CV/Interview
Experience of working with confidential information.	D	CV/Interview
Be future focused.	E	Interview
Makes considered decisions.	E	Interview
Encourage innovation and supports change.	E	Interview
Competent in the use of Microsoft applications including Outlook, Excel, Word and Teams.	E	CV/Interview

Demonstrates an interest in using technology and digital tools to improve processes, enhance efficiency and support continuous improvement across the service.	E	Interview
Character		
Self-reliant – able to work independently with the minimum amount of supervision.	E	Interview
A confident, friendly and helpful manner with a strong focus on customer service.	E	Interview
Enthusiastic and highly motivated to learn more.	E	Interview
Flexible and approachable with a positive outlook and drive.	E	Interview
Calm under pressure, must be able to successfully resolve problems as they arise.	E	Interview
Manage interruptions and still complete tasks accurately and timely.	E	Interview
Other requirements		
Isle of Man Worker.	D	Application
Full & Valid UK/IOM Driving Licence.	D	CV