

INFORMATION ASSISTANT

Reference No.	G058.01	Type	Generic
Service	Assessor		
Job Family	Admin & Clerical 3	Grade	FC3

Purpose

To undertake various clerical tasks associated with the valuation function of the Assessor Service and with information management.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Working as part of a small information team to provide administrative and information support to other Assessor Service staff.	<p>Standard Grade or equivalent, must include Maths & English</p> <p>Team working skills (Working together – See ‘How We Work Matters’ Framework)</p> <p>Experience in a similar environment</p> <p>Knowledge of the functions carried out within the Assessor Service</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p></p> <p>✓</p>	<p></p> <p></p> <p></p> <p>✓</p> <p></p>

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Carrying out duties including those normally associated with a clerical function such as data input / retrieval, documentation processing, filing, producing professional office documents, dealing with telephone enquiries, photocopying and a variety of related administrative procedures. This may also include lifting and carrying files.	IT Skills (Embrace technology and information) Flexible attitude	✓	✓
Dealing with the public in person and by telephone.	Inter-personal skills (Deliver results) Communication skills(Focus on customers)	✓ ✓	
Scanning documents and inputting the appropriate metadata	Initiative taking skills (Take ownership) Organisational skills An understanding of FOISA /Data Protection Experience of maintaining confidentiality Keyboard skills Accuracy skills	✓ ✓ ✓ ✓ ✓	✓
Providing a front line contact service to customers both internal and external. Responding to customer queries and providing information of valuation for rating and council tax purposes.	Diplomatic skills Discrete	✓ ✓	

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Assisting in the maintenance of efficient office systems to enable prompt retrieval of data, input of information, as required. Ensuring accurate information is input into systems for use by the Technical Teams as this information may be used to prepare statutory valuations produced by the Assessor. The statutory valuations of Rateable values and council tax bands then form the basis for Fife Council calculating non domestic rates and council tax.			
Open and record scanning documentation/mail ensuring all related documents are kept together and identifiable.			
Undertake reconciliation and quality assurance of all scanned documents in line with Service procedures.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results