

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, English and Mathematics	Essential	Application form
	Recognised qualification in Microsoft Office applications	Desirable	Application form
Welsh language skill	Good level of proficiency in Welsh Minimum level is Level 2 in the Tribunal's language skill table. Preferred level is Level 3 in the Tribunal's language skill table. (see attached)	Essential	Assessment at interview
Other skills	Good word-processing / keyboard skills	Essential	Assessment test
Experience	Working in a small team	Desirable	Application form
	Working individually	Desirable	Application form
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 occasionally	Desirable	Interview
	Willingness to (possibly) stay away from home overnight	Desirable	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 names correctly (including first names, surnames and place names). Can greet customers bilingually on phone, enable language choice at reception, and open & close conversation bilingually.	Can understand the gist of a conversation in moderately paced Welsh and be able to make an occasional contribution. Can understand and pass on simple messages on work-related, routine tasks and convey basic information.	Can understand & take part in Welsh conversations. Can offer advice to queries but may have to use English terms occasionally.	Can contribute effectively in internal & external meetings on work-related matters. Can understand different tones & dialect; able to argue for & against an idea or position; able to chair meetings and answer questions.	Can contribute fluently with confidence on all aspects of the individual's work, and give advice of a technical nature where necessary. Can translate effectively for others.
Reading:	Can understand short workplace signs and labels. Can understand very short text on work related topics and simple instructions in plain language.	Can understand a significant amount of brief work-related documents given sufficient time and access to language tools.	Can understand most correspondence & work related material. May have to use language tools for high level or technical vocabulary.	Can understand formal correspondence & reports.	Can understand reports, documents & articles related to normal work, including those of a complex linguistic nature.
Writing:	Can write place, personal names, job titles, names of external contacts, businesses and authorities. Can include simple Welsh phrases in messages to colleagues.	Can write short messages & emails to colleagues	Can prepare responses to most items of correspondence and write reports for internal use, with modest use of language tools.	Can produce business correspondence, formal reports, emails etc with occasional use of language tools. Can take good quality notes in meetings.	Can produce correspondence and notes to a very high standard with minimal use of language tools; able to take full detailed notes in a meeting with accurate expression. Can translate accurately with appropriate style and tone.