

# ROLE PROFILE



<b>Role profile</b>		
<b>Title</b>	Electoral Services Officer	
<b>Grade</b>	GRADE E	
<b>Reference:</b>	<b>N416</b>	
<b>Reports to:</b>	Electoral Services Team Leader	
<b>Job Type</b>	Supervisor	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Primary purpose of role</b>	<p>Assist with the maintenance and publication of the Electoral Register, to ensure all appropriate records are recorded accurately and promptly.</p> <p>Undertake activities to maximise registration and reach under-represented groups.</p> <p>Assist Team Leader and management in the organising and running of elections and electoral registration.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Supervising the making of accurate assessments of applications against a framework within the Individual Elector Registration system. (15%)</li> <li>▪ All records are processed ensuring confidentiality and security of the Electoral Register. (15%)</li> <li>▪ Complex queries from customers and staff are dealt with efficiently and accurately. (25%)</li> <li>▪ Accurate Electoral records are matched using Department of Work and Pensions data and using the Electoral Management System, within the required statutory deadlines. (20%)</li> <li>▪ Efficient and safe preparation for and administering of European, National and Local elections and referenda. (25%)</li> <li>▪ Support department plans/strategies to maximise registration and under-represented groups</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Service achievement of KPIs such as completeness and accuracy of the electoral register</li> <li>▪ Electoral Register is maintained, updated and published according to statutory requirements and deadlines.</li> <li>▪ Customer Satisfaction.</li> <li>▪ Accurate and efficient processing of absent votes.</li> <li>▪ Public engagement activities reach under-represented groups</li> </ul>
<b>Key activities</b>	<p><b>Elections and Referenda (25%)</b></p> <ul style="list-style-type: none"> <li>▪ Support and lead on elements and the more complex tasks in planning and organising elections and referenda.</li> <li>▪ Ensure effective logistics for polling day in place e.g. venues, stationery including statutory forms and information.</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Supervising the process of recruitment and allocation of staff</li> <li>▪ Preparing instructions and information packs using current best practice.</li> <li>▪ Managing the administration and bookings of polling stations and verification venue including health and safety and quality considerations.</li> <li>▪ Processing, checking and validating of Individual Electoral Registration, Service, Overseas, Anonymous and other special category elector applications</li> <li>▪ Preparation of statutory ballot box forms and accounts according to specific legislation for particular election in progress.</li> <li>▪ Represent the service with partners/stakeholders and participate in activities and events to maximise registration in under-represented groups.</li> </ul> <p><b>Data Management (30%)</b></p> <ul style="list-style-type: none"> <li>▪ Overseeing and training of permanent and ancillary staff in the processing of voter applications and special category registrations.</li> <li>▪ Preparation of annual electoral register on Electoral Management System for publishing against statutory deadlines.</li> <li>▪ Study maps and boundaries to ensure new properties added to the correct ward/constituency.</li> <li>▪ Ensure local data matching is undertaken and in line with data protection and local information sharing agreements</li> <li>▪ Data entry and collation to provide standard management information of performance, invoicing, payments and Polling Stations. Preparation of data and collation relating to temporary staff election appointments and payments.</li> </ul> <p><b>Supervising the administration of end to end Absent Vote Processes (30%)</b></p> <ul style="list-style-type: none"> <li>▪ Overseeing and quality checking the processing of applications for absent votes to ensure voter eligibility using relevant technology.</li> <li>▪ Provide induction, oversight and instruction of ancillary staff.</li> </ul> <p><b>General Business Support (15%)</b></p> <ul style="list-style-type: none"> <li>▪ Ensure the effective and prompt handling of customer/visitor enquiries via multiple channels including face to face, and dealing personally with the more complex queries and complaints.</li> <li>▪ Undertake activities to reach under-represented groups and maximise registration</li> <li>▪ Assist the Team Leader as required.</li> <li>▪ Undertake other duties appropriate to the grade of the post.</li> </ul>
<p><b>Essential qualifications/knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ GCSE (Grade A*-C or 9-4) or equivalent in English and Maths to demonstrate a standard of literacy/numeracy commensurate with the role.</li> <li>▪ Holds or is working towards the Foundation in Electoral Administration</li> </ul>
<p><b>Desirable qualifications/knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ NVQ 3 Business Admin.</li> <li>▪ Willingness to work towards professional Electoral Administration qualifications (Foundation and Certificate)</li> </ul>

<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience in an administrative role</li> <li>▪ Maintaining filing/database systems to provide easy access to information.</li> <li>▪ Membership of Association of Electoral Administrators.</li> <li>▪ Planning and conducting of European, National or Local referenda and elections.</li> <li>▪ Use of Electoral Management Systems and other relevant software</li> <li>▪ Working within data protection requirements and information sharing protocols</li> <li>▪ Providing management information e.g. data reports</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Project management</li> <li>▪ Staff training and/or mentoring</li> <li>▪ Oversight or management of teams and/or process</li> <li>▪ Engagement with the public face to face and through other communications activities</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Competent IT user of Microsoft Office to set up spreadsheets, inputting data, creating letters and other correspondence</li> <li>▪ Ability to undertake tasks requiring lengthy periods of concentrated sensory attention.</li> <li>▪ Data and statistical analysis.</li> <li>▪ Interpersonal and communication skills to advise, guide and persuade candidates, Members and the public in relation to relevant legislation and eligibility</li> <li>▪ Experienced user of Electoral Software or other similar systems.</li> <li>▪ Decision making and problem solving skills needed in a variety of situations e.g staffing issues or problems associated with an election</li> <li>▪ Ability to interpret and apply legislation and policy.</li> <li>▪ Ability to support, mentor and instruct others</li> <li>▪ Attention to detail and accuracy</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	