

CEX/ELECTORAL SERVICES PRACTICE MANAGER

Role Profile



Title	CEX/Electoral Services Practice Manager	
Grade	GRADE I	
Reference:	NI034	
Reports to:	Head of Electoral Services	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Manager	
Primary purpose of role	<p>Under the guidance of the Head of Electoral Services to lead on the operational planning and administration of Elections and Referenda and Statutory Reviews.</p> <p>Assist the Head of Service in looking at policy direction, service and strategic management of the service and planning effective engagement; develop partnerships both internally and with other agencies, to maximise the ability of the service to successfully register all eligible electorate.</p> <p>Lead the continuing development and deployment of professional and technical expertise in the Chief Executive's department, whilst actively managing and operational service through the Specialist hub within the Corporate Business Support Unit.</p> <p>Responsible for effective and coordinated tasking and performance management of the tasks/work done by the Business Support Unit for the Cabinet, Shadow Cabinet, elected members, Democratic and Governance Services and the LM's civic team.</p> <p>Be responsible for the management and administration of statutory School Appeals.</p> <p>Play a key role in the transformational service redesign to modernise the delivery of these services.</p> <p>Along with the Registration, Data and Performance Manager, be responsible for the staff in the electoral services section, including training, development and performance management.</p>	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ The successful delivery of all elections and referenda without challenge (35%) ▪ Building a more inclusive and complete electoral register with increased registrations from traditionally lower responding wards and demographic groups (10%) 	Role measures <ul style="list-style-type: none"> ▪ Absence of petitions/complaints with respect to administration of elections and referenda ▪ Increased response rates from traditionally lower responding wards and demographic groups ▪ Evidence is collated demonstrating that Electoral Commission

	<ul style="list-style-type: none"> ▪ Maximise the opportunity for engagement and communications via the corporate community and networks. (10%) ▪ To ensure that the Electoral Commission Performance Standards are complied with. (10%) ▪ Driving forward the corporate objective for customer contact to be via digital channels by preference (5%) ▪ Within organisational, statutory and legal boundaries, be accountable and responsible for decision-making, allocating and prioritising work - all tasks/work done by the Business Support Unit for the Cabinet and Shadow Cabinet members, backbenchers, the LM's civic team and Democratic and Governance Services. (20%) ▪ Manage the administration of Schools Appeals (statutory role) (5%) ▪ Effective management of budget circa £700K (5%) 	<p>Performance Standards are being met</p> <ul style="list-style-type: none"> ▪ Evidenced based engagement planning is used to increase the response rates to registration and canvassing activity ▪ Timely, accurate and informative reports based on accurate data and evidenced based planning assumptions provided to ARO/Strategic Elections Board ▪ Higher digital response rates are achieved in registration and canvass activity ▪ Increased engagement activity achieved making use of corporate community and networks ▪ Effective communications channels and materials produced and evidence of reach obtained. ▪ CEX business support functions are successfully delivered. ▪ Duties and responsibilities of the Cabinet and Shadow Cabinet members, LM and backbenchers are supported by the new Business Support Unit effectively using project management tools and data analysis. ▪ Manage school appeals and deliver associated income targets. ▪ FOIs for CEX department are managed effectively and to deadline. ▪ CEX Operational Risk Register is maintained. ▪ CEX department Health & Safety Risk Assessments are up to date and follows corporate guidelines and best practice.
Key activities	<ul style="list-style-type: none"> ▪ Lead on the planning, management of logistics, resourcing and delivery of all electoral initiatives and projects including elections and referenda, statutory reviews and improvement projects (20%) ▪ Working effectively with the Registration, Data and Performance Manager, ensure effective engagement to build a complete and accurate electoral register by developing, implementing and evaluating a cost effective Public Engagement and Registration Strategy including a programme of information / publicity initiatives to raise awareness about electoral registration, elections and the democratic process leading to greater levels of voter registration and public engagement; to project manage publicity campaigns 	

	<p>as and when required; to undertake outreach visits working with younger people and all traditionally hard to engage sections of the community. (20%)</p> <ul style="list-style-type: none"> ▪ Write, monitor and manage effective delivery plans for Canvass, Elections and Referenda, including risk logs and presenting progress updates for the Head of Service, (Acting) Returning Officer and Strategic Elections Board as required and effectively delegate and task manage core electoral services staff in completing tasks within the delivery plans (10%) ▪ Be responsible for the supervision, training, development, performance management and health and safety of staff supervised directly in the electoral services section (10%) ▪ Review, quality assure and inform the development and use of How to Guides and procedures documents ensuring resilience and consistency in approach within the service. (5%) ▪ Lead on the recruitment, training, allocation and deployment of polling station and count staff and canvass staff. (5%) ▪ Lead on the organisation of the poll and count; including the planning and preparation of polling stations and counting and adjudication of votes; to supervise the verification and counting of votes. (5%) ▪ Lead, task/direct, performance manage all tasks/work done by the Business Support Unit for the Cabinet and Shadow Cabinet members, backbenchers, the LM's civic team and Democratic and Governance Services (20%) ▪ Manage the administration of Schools Appeals (statutory role) (5%) ▪ At the time of peak registration periods and elections to work additional hours (including evenings and weekends) and under pressure as necessary to ensure deadlines are met. ▪ Undertake all such duties and take on any other responsibilities as determined by the Head of Electoral Services which are commensurate with the nature of the post ▪ Deputise for all duties undertaken by the Head of Electoral Services and Registration, Data and Performance Manager as and when required.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Degree level education or relevant experience ▪ To be a member of the Association of Electoral Administration ▪ Have successfully completed the foundation course in Electoral Administration. ▪ Holds or is working towards Certificate in Electoral Administration ▪ Extensive knowledge of the Schools Appeals process ▪ Excellent ICT literacy - use of MS Word, Excel, PowerPoint, Outlook ▪ Risk Management and business continuity planning ▪ Demonstrable knowledge of people management processes and management tools and staff development techniques, including use of HR metrics and resource management planning ▪ In depth working knowledge of budget management, including income targets ▪ Demonstrable knowledge of range of policies, systems and services across local government
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of electoral law and best practice. ▪ Effective Change Management ▪ Extensive Knowledge and/or qualification in marketing and partnership development ▪ Extensive knowledge of Project management and holds or is working towards a qualification such as Prince2 or APM

	<ul style="list-style-type: none"> Management of Risk Competent knowledge/trained in use of electoral management systems such as Xpress Knowledge of GIS mapping systems and LLPG property database
Essential experience	<ul style="list-style-type: none"> Experience in operational management of one full election cycle (Local, NPR, P&CC and Parliamentary elections) Extensive experience in managing projects within a clear organisational governance structure, and delivering to immovable deadlines and meeting the required quality standards, within a prescribed budget. Extensive experience of preparing and presenting written and verbal reports to senior stakeholders Proven track record of effective document production and management including report writing and interpretation of complex documents, legislation and procedures Experience in working with Cabinet and Shadow Cabinet members as well as backbenchers Extensive experience of responding to queries from the public and from Elected Members/Political Party Representatives Extensive experience of Stakeholder management (including analysis, mapping and planning engagement activities) of a wide range of stakeholder groups Extensive experience of Planning and delivering evidence and intelligence based targeted engagement activity across a wide range of stakeholder groups, Extensive experience of monitoring and reporting effectiveness against objectives and continual improvement planning. Experience of external quality management and assurance processes, including conducting and commissioning quality assurance checks Experience of information management compliant with Data Protection Act 2018 Experience of developing effective delivery partnerships both internally and with external partners Extensive experience of effective task management, line management of staff and development of staff to ensure the required level of expertise and experience within the service
Desirable experience	<ul style="list-style-type: none"> Experience of using customer relationship management system Experience of working within an electoral services team Understanding and knowledge of the working practices of electoral services Experience of council decision making processes and writing reports for Council Experience of developing contacts and engagement with council networks and functions relevant to supporting the work of electoral services Experience of creating effective targeted and generic marketing and engagement materials and using social media, survey software and other engagement tools and events
Essential skills	<ul style="list-style-type: none"> Excellent written and oral communication skills Excellent customer service skills demonstrable across all stakeholders Proven ability to motivate, support and mentor team members to increase skills and knowledge Excellent personal organisation, workload prioritisation and time management skills

	<ul style="list-style-type: none">▪ Ability to work methodically to tight deadlines under pressure whilst maintaining accuracy and attention to detail▪ Effective task management and delegation to others▪ Effective mentoring and coaching skills to develop staff and colleagues
Corporate standards <ul style="list-style-type: none">▪ 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.▪ 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.▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.	