



Job Description and Person Specification

Job details

Job title: Electoral Services Officer (Engagement)

Grade: BCW/ENC Grade 6 (£33,945 - £38,223) pro rata

Reports to: Head of Electoral Services

Responsible for:

Directorate and Service area: Customer & Governance – Electoral Services

Purpose of the job

To provide a full range of administrative and technical support within the Electoral Services team with particular focus on promoting and encouraging participation in the democratic process. To improve voter, potential voter and future voter awareness of the importance and relevance of local democracy with the aim of boosting the number of registered electors and improving voter turnout.

Principal responsibilities

1. Identify and build working relationships with colleagues in both Electoral Services and other Council service areas to identify outreach opportunities to promote electoral registration and elections in the Council area.
2. Proactively identify and engage with local community groups, education facilities, other organisations and under registered groups to explain the registration process, promote electoral registration and encourage participation in elections in the Council area.
3. Working with the Electoral Services Visiting Officers, plan and attend outreach activities in the community, building a network of contacts to promote electoral registration and elections to ensure that everyone who is eligible to vote is able to do so.
4. Working with colleagues in Electoral Services, wider stakeholders and Council service areas (eg Communications and the Performance Improvement Team) identify and develop promotional materials and activities to target specific groups of people and engage local residents in the registration process encouraging ongoing improvements in democratic engagement and the electoral registration process.
5. Assist with the formulation and development of a comprehensive public engagement strategy for Electoral Services by analysing and understanding current registration levels and the barriers to registration, developing strategies and action plans that support the Council's approach to modern public services and locally agreed performance and registration plans.

6. Working alongside the Electoral Services Officer (Elections) assist in the administration of all types of elections and referenda in accordance with legislation including receipt of nominations, drafting and publication of notices, issue and receipt of postal votes, polling station and counting arrangements and post election work (eg notices to candidates, parish councils etc candidates returns of expenses, payments to staff and suppliers).
7. Working alongside the Electoral Services Officer (Registration) ensure the accurate inputting and processing of electoral registration and Voter ID data ensuring that Electoral Services operates efficiently and with the necessary checking of procedures for accuracy and completeness.
8. Provide direction and guidance to Electoral Services Support Officers, Visiting Officers and Support Officer (Apprentice) in relation to assisting with research, development, preparation and delivery of public engagement materials and events as well as electoral registration and election matters.
9. To be fully conversant with the Electoral Management Software system, to support other staff on its use and to ensure that the system is continually upgraded and maintained to meet fully the operational requirements of the service.
10. To develop, support, maintain and make optimum use of all IT systems, databases, spreadsheets, etc as required for the efficient delivery of the election and registration services – working closely with the GIS team as required.
11. To attend meetings and support projects as directed by the Head of Electoral Services.
12. To keep abreast of changes in electoral law and practice and changes due to electoral reviews and service developments and assist in the implementation of necessary changes.
13. To assist in working on polling place and polling district reviews, other electoral reviews and reviews on service provision.
14. To assist with the procurement, design and content of all supplies and services from external providers in respect of elections and electoral registration e.g. printers, mailing house, Royal Mail etc, as required.
15. Comply with security provisions in respect of Data Protection legislation, including protocols and agreements in respect of sharing/providing information.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

This post may require satisfactory clearance of a Disclosure and Barring Service disclosure.

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

The postholder will be required to work at weekends and in the evening to attend promotional and other outreach events including some council meetings.

The postholder will be required to work additional hours during peak periods such as during elections/referenda and the annual canvass. Additional hours may include evenings, weekends, and bank holidays.

A driving licence is essential.



Person Specification

Attributes	Essential criteria	Desirable criteria
<p>Education, Qualifications and Training</p>	<p>Educated to degree level standard or equivalent or equivalent experience</p> <p>Membership of the Association of Electoral Administrators or willingness to become a member</p>	<p>Evidence of recent training or personal development</p> <p>Hold or be working towards an AEA Qualification (certificate level or above).</p> <p>A recognised qualification in event management and/or marketing</p>
<p>Experience and Knowledge</p>	<p>Experience of working with a wide range of people from diverse backgrounds within the community</p> <p>Understanding of the challenges and barriers associated with encouraging people to register to vote and participate in elections</p> <p>Experience of working as part of a team to deliver a successful event/project</p> <p>Experience of working under pressure and meeting defined deadlines</p> <p>Experience of preparing and working to defined project/activity plans</p> <p>Experience of building and maintaining relationships with other stakeholders</p>	<p>Experience of working in elections and electoral registration.</p> <p>Experience of working in a marketing or promotional environment</p> <p>Knowledge of the legislation relating to the conduct of elections and electoral registration practices and procedures.</p> <p>Experience of supervising staff</p>

Attributes	Essential criteria	Desirable criteria
Ability and Skills	<p>Fluency in spoken English</p> <p>Excellent communication skills both verbal and written.</p> <p>Experience of working with young people and/or under-represented groups</p> <p>Ability to persuade people to undertake specified tasks or activities</p> <p>Ability to convey complex messages in an easy to understand way</p> <p>Computer literate with the ability to produce reports and presentations</p> <p>Excellent organisation skills</p> <p>Enthusiastic and self motivated and able to work on own initiative</p> <p>Ability to prioritise work and meet deadlines</p> <p>Creative and Innovative with good problem solving skills</p> <p>Ability to analyse and evaluate complex information</p> <p>Able to record information accurately/excellent attention to detail</p> <p>Ability to handle pressure and meet changing and conflicting demands</p> <p>Flexibility to work weekends and evenings</p> <p>A full driving licence</p>	<p>Able to provide clear advice on matters relating to elections and electoral registration</p> <p>Ability to handle potentially disagreeable people and related behaviours</p> <p>Positive attitude to change</p> <p>Ability to design promotional content</p>
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Willing to work outside of normal office hours, particularly during the annual canvass and in the run up to elections</p> <p>Willing to take annual leave to fit around the electoral services cycle of work and acceptance that leave will be</p>	

Attributes	Essential criteria	Desirable criteria
	restricted during Elections and when the Annual Canvass for the register of electors is taking place.	