



Job Description and Person Specification

Job details

Job title: Electoral Services Visiting Officer

Grade: NNCBAND02 (£27254 - £27694)

Reports to: Electoral Services Lead Officer

Responsible for:

Directorate and Service area: Customer & Governance – Electoral Services

Purpose of the job (why the job exists)

Primarily to ensure that as many residents as possible are included on the Register of Electors by collecting outstanding returns from households and individuals by undertaking personal canvassing activities. Also to assist the Electoral Services Officer (Engagement) with preparing for and engaging with local residents through a programme of outreach activities.

Principal responsibilities (please make these concise and ideally no more than 8)

1. Undertake visits to properties (at various times of the day) to obtain electoral registration details and to assist members of the public with the completion of their electoral registration form, providing guidance where appropriate.
2. Complete accuracy checks of the Register of Electors using in-house information and verifying this with owners/occupiers/property managers.
3. Working with other members of the Electoral Services Team (in particular the Electoral Services Officer (Engagement), assist in promoting electoral registration and voting through outreach activities organised by both the Council and other local organisations such as local community and faith groups, charities, educational bodies, parish and town councils etc.
4. Working with the Electoral Services Officers and whilst making visits to properties, assist in promoting and encouraging registration and voting in multi occupancy establishments for example, care homes, hospital accommodation, sheltered accommodation, houses in multiple occupation etc.
5. Working with Electoral Services Officers and whilst making visits to properties, assist in promoting and encouraging registration and voting in under registered groups including those aged 18-34, home movers/private rented and those from local minority ethnic groups.
6. Maintain relevant and accurate records on paper, on the Council's electoral registration database and on the Mobile Canvasser App tablet-based system.
7. Be polite, professional, and courteous when dealing with all members of the public ensuring political impartiality at all times.

8. Assist in the delivery of the annual canvass and all types of elections and referendums as and when required.
9. 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

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

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

Flexible working is an essential element of this post to accommodate the peaks and troughs in registration activity during the year including the annual canvass and at election time. An annualised hours working pattern will apply to this post.

The postholder may be required to work at weekends (including banks holidays) and in the evenings to attend promotional and other outreach events.

A driving licence is essential.

If there are any other special features of the job that need to be in the job description, please indicate them here.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> • Evidence of GCSE or equivalent qualifications in English and Mathematics (Grade C) • Understanding of the use of technology in the workplace and ability to use mobile devices such as tablets 	<ul style="list-style-type: none"> • Awareness of electoral administration and registration activities • Good overall standard of education • Previous use of scanners
Experience and Knowledge	<ul style="list-style-type: none"> • Experience of working in the community with a wide range of people from different backgrounds. • Understanding of Health and Safety practice for lone workers • Experience of processing personal data and a good understanding of the principles of data security 	<ul style="list-style-type: none"> • Experience of working in a local authority environment • Knowledge of requirements of the Data Protection Act and Freedom of Information Act
Ability and Skills	<ul style="list-style-type: none"> • Fluency in spoken English • Excellent verbal communication skills • Ability to manage conflicting priorities • Explaining legislation in a way which is clear and easy to understand • Used to dealing with more than one issue at once • Flexibility to work weekends and evenings • Confident 	<ul style="list-style-type: none"> • Ability to persuade people to undertake specified tasks or activities • Ability to handle potentially disagreeable people and related behaviours • Positive attitude to change

Attributes	Essential criteria	Desirable criteria
	<ul style="list-style-type: none"> • Ability to use own initiative • Attention to detail • Ability to work as part of a team • Politically neutral. • Hold a current driving licence and have use of own vehicle with business use insurance cover 	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<ul style="list-style-type: none"> • The post holder's working hours will be split between making personal visits to properties to collect elector data, engaging with members of the public at outreach events promoting registration and office based for administrative duties. • The post holder may be required to work additional hours at peak times during the annual canvass (July to November) and at election time. • The hours worked will be on an annualised basis and will require some work to be undertaken in the evenings and at weekends. • Some exposure to disagreeable people and related behaviours 	