



Job Description and Person Specification

Job details

Job title: Electoral Services Support Officer

Grade: BCW/ENC Grade 3 (£24,702 - £26,873)

Reports to: Electoral Services Lead Officer

Responsible for:

Directorate and Service area: Customer & Governance – Electoral Services

Purpose of the job (why the job exists)

To provide efficient and effective administrative support for the electoral registration process and the running of elections, referenda and other polls. Preparation and maintenance of the Register of Electors under the Individual Electoral Registration (IER) system.

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

1. To provide a timely and responsive support service to meet the needs of both internal and external customers.
2. To assist with Electoral Registration processes (in accordance with legislation, Ministerial guidance and good practice as necessary and appropriate) using bespoke software systems and Applications to compile and maintain the Council's Register of Electors, Individual Electoral Registration (IER) applications, Voter ID and associated processes, the Annual Canvass, the National Land and Property Gazetteer property database and processing applications for Absent Votes (postal votes and proxy votes) and processing Absent Vote Signature Refresh documents including checking data for accuracy and using technology to store images.
3. Assist with the publication and supply of the revised register of electors and relevant notices of alteration, including election notices of alteration, in accordance with legislative requirements.
4. To assist in the administration of elections and referenda in accordance with legislation for their efficient, effective and lawful organisation including preparation and processing of statutory documentation, preparation of stationery and equipment, liaising with internal and external stakeholders, receiving and processing applications for employment and right to work documentation and maintaining staff records via Mobile Election App.
5. Receipting of income, production of orders/payments and preparation of invoices for payment in accordance with agreed standards and procedures, utilising the Council's Financial Management System
6. Maintain manual/computer registers, data files, reference books, encyclopaedias, contact lists etc

7. Organise the secure storage of electoral documentation, as prescribed by law and statute, and deal with requests by customers for copies of documents where this is permitted. Ensuring the receipt of appropriate fees from customers where required.
8. To provide administrative support to the Electoral Services Visiting Officers by producing relevant chase documentation for completion of his/her visits, upload and download of electronic data via Mobile Canvasser App.
9. To deal with queries from persons and telephone calls and draft written responses to the public and other bodies giving information, advice and guidance on electoral matters ensuring the advice is accurate, relevant and accords to relevant legislation, Ministerial Guidance, good practice.
10. Maintenance and updating of the Register Property Database (including import of National Land and Property Gazetteer records and allocation of properties to the correct electoral area).
11. Contribute, as a team member, to continuous service improvement and to assist the Head of Electoral Services in this objective.
12. Undertake special projects, research and other duties within the capabilities of the postholder as required.
13. Undertake any necessary training and train others as required/appropriate, including providing guidance and support to the Support Officer (Apprentice) as necessary.
14. 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

1. 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.
2. This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.



Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to A Level standard or equivalent, or equivalent experience. GCSE pass (or equivalent) in English and Maths	Willingness to undertake AEA foundation qualification in electoral administration
Experience and Knowledge	Experience of working in a customer focussed environment Experience of communicating with and resolving queries from a diverse range of stakeholders Experience of team working and building relationships	Previous experience of working for local government Experience in working in elections and electoral registration Knowledge of electoral processes
Ability and Skills	Good communication skills both verbal and written. Fluency in spoken English. Computer literate in word processing, spreadsheets and databases – Microsoft 365 Ability to prioritise work where there are a number of conflicting demands	Experience of using electoral management software eg Xpress, Mobile Canvasser App and Mobile Election App Experience of using financial management systems to create documents including purchase orders and invoices

Attributes	Essential criteria	Desirable criteria
	Good time management – able to meet deadlines under pressure	
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"> • Methodical and ability to consider things in detail • Politically sensitive • Proactive • Able to work under pressure • Be a team player <p>Willing to take annual leave to fit around the electoral services cycle of work and acceptance that leave will be restricted during Elections and when the Annual Canvass for the register of electors is taking place.</p>	