

Job description

Job Title: Regional Manager - Southeast

Directorate: Electoral Administration and Regulation

Responsible to: Head of Support and Improvement

Responsible for: Regional Liaison Officer x 1

Job Purpose

To deliver the Commission's priorities in the English regions, through the ongoing provision of monitoring, support and challenge to local authorities' statutory electoral officers, in the provision of elections and electoral registration services.

Key Accountabilities

Accountability	%
Provide advice and support to Returning Officers (ROs) and Electoral Registration Officers (EROs) to improve upon their delivery of their statutory responsibilities, through the implementation of the Commission's performance standards set out in its performance standards frameworks.	25
To support the development and delivery of the strategy for engagement with EROs, ROs, local authorities and other significant stakeholders within the region.	25
To manage the provision of high quality guidance and advice to local ROs and EROs, their electoral administrators and other key stakeholders including, but not limited to, local police single points of contact, political parties, candidates and agents.	20
To continuously monitor the local environment for any issues or opportunities, in relation to electoral policy, practice and performance that may be of interest or have an impact in relation to the development of Commission policy, standards or procedures.	10
To represent the Commission at external meetings, seminars, exhibitions and other relevant events in the region, including giving	10

presentations where appropriate.	
<p>To provide effective line management to the English Regional team by:</p> <ul style="list-style-type: none"> • Carrying out the Commission's performance appraisal scheme effectively and to time • Working with team members to identify learning and development needs, and to ensure these are delivered • Providing advice and support as required • Managing staff attendance. 	10

Additional details

The post-holder is responsible for developing and maintaining a comprehensive understanding of the nature of their regions and the challenges faced by the relevant local authorities. This will assist and enhance the risk based approach to performance monitoring and support against the performance standards and will enable the Commission to better challenge ROs and EROs to meet the standards.

The post-holder will be required to make decisions in relation to the performance of local authorities and to communicate those decisions effectively to the relevant stakeholders. This will require involvement in various Commission-wide programmes and initiatives to support the delivery of the Commission's policies, standards and corporate objectives.

The post-holder will be required to assess, mitigate and manage the risks associated with the delivery of the Commission's work programmes in the wider electoral community and be aware of any issues that may arise from them.

Key Working Relationships

The post-holder will need to develop and maintain effective relationships with key external stakeholders, including EROs, ROs, local authority chief executives and local police single points of contact.

The post-holder will need to give formal presentations and deal with questioning at meetings, seminars, briefings and conferences on a regular basis and there will be a requirement to influence thinking of all key stakeholders. As the post-holder will be representing the Commission, they need to build and sustain effective working relationships, respond appropriately and be regarded as an authoritative voice. The post-holder will need to demonstrate strong interpersonal skills to influence and persuade. In highly technical areas it will be important to ensure full transfer of understanding of the issues.

The post-holder will be required to lead on interventions to drive improvement in electoral services at a local level, which will require effective communication with senior local authority officials, often at Chief Executive level. Where there is resistance to the intervention, tact, persuasion and negotiation skills will all need to be displayed by the post-holder to secure the desired improvements in performance.

The post-holder will also need to establish and maintain strong working relationships with colleagues within the directorate and across the Commission as necessary.

Person specification, Skills, Experience & Qualifications

Category	Requirement	Essential or Desirable	How to assess?
Qualifications	Educated to degree level or equivalent level of experience	D	A
Experience	<p>Experience of developing strong working relationships with a wide range of internal and external contacts and command the confidence of Electoral Administration professionals and candidates and agents</p> <p>Strong influencing ability</p> <p>Substantial experience of managing stakeholder relationships in a complex environment</p> <p>Experience of leading a team in developing and maintaining good relationships with external stakeholders</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>
Knowledge and skills	<p>Strong understanding of how local government works across Great Britain</p> <p>Knowledge of electoral administration, party finances, and the legislative framework within which the Commission operates</p> <p>Strong oral and interpersonal skills, able to represent the Commission at external meetings and make presentations</p> <p>Strong written communication skills</p> <p>Excellent time management skills and a commitment to delivering results to deadlines</p> <p>Strong analytical and problem-solving</p>	<p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p>	<p>T</p> <p>T</p> <p>T</p> <p>A</p> <p>A</p>

	ability	D	A
	Good organisational skills with experience of delivering work through formal project management methodologies	D	I
	Ability to remain calm under pressure and demonstrate quick thinking and professional and appropriate judgment	D	I
	Good IT skills, able to use MS Word, Excel and internet and capacity to learn new applications	D	A

A-application and CV I-interview T-test

Job Description and Person Specification last updated: 29/05/2025

By: Head of Support and Improvement