



Job Description

Job title	Electoral Services Assistant	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Governance	Salary	SK4 (£24,774 per annum)
Location	Office-based working at South Kesteven House, St Peter's Hill, Grantham with some home working	Contract	Fixed term (September 2025 to January 2026)

Main Job Purpose

To provide administrative support to Electoral Services team, principally in relation to the administration and processing of postal vote applications.

The role will be primarily office based in Grantham but offers a mix of office-based and remote working.

This role is not politically restricted.

Main Statement of Responsibilities

- To open, sort and scan incoming post received within the department
- Check application forms are fully completed and sort into batches for scanning and processing
- Accurately input and process postal vote applications, requesting further information as necessary
- Print, envelope and despatch of application forms, confirmations, requests for further information and follow up reminders to electors
- Process canvass forms and Individual Electoral Registration applications, inputting data accurately
- Update the electoral register database to add, remove and update elector details
- Download and import data files relating to the annual canvass
- Process and handle considerable amounts of information relating to the electoral register with care, accuracy and confidentiality, in accordance with data protection regulations.
- Deal effectively with telephone and email enquiries from customers
- To provide other administrative support to the team as required.

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.



They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.



Person Specification
Relevant Experience, Skills and Knowledge
<p>Essential</p> <ul style="list-style-type: none">• Previous administrative experience• Excellent IT skills including experience of database systems, portals and Microsoft Office systems• Ability to manage time effectively and deliver against agreed objectives• Excellent organisational skills and ability to prioritise work to meet deadlines• Ability to work accurately with strong attention to detail• Ability to plan, organise and prioritise workload• Ability to maintain confidentiality <p>Desirable</p> <ul style="list-style-type: none">• Experience of electoral registration and elections functions and processes
Relevant Qualifications
<p>Essential</p> <ul style="list-style-type: none">• Good standard of general education (GCSE or equivalent) including in Maths and English or 3 years relevant experience in a similar role• Ability to make suitable travel arrangements to the office
Communication and Interpersonal Skills
<p>Essential</p> <ul style="list-style-type: none">• Ability to communicate effectively with customers by telephone• Ability to work on own initiative with minimal supervision• Ability to work as an effective team member and build productive working relationships• Flexibility in terms of hours and duties