



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Electoral Services Officer
Job Reference	710561
Service	Governance
Team	Electoral Services
Location	Hybrid: Civic Offices, Shute End, Wokingham & home working
Reports to	Electoral Services Manager
Responsible for	N/A
Grade	Career Grade 5-7
Contract Type	Permanent 3 days per week. 5 days per week until March 2026.
Hours	Hours per week: 22 permanent. 37 hours until March 2026.

Main Accountabilities	
1.	Assist with the organisation of all aspects of UK Parliamentary, local, parish, BIDs or other elections/referendums, ensuring all statutory requirements and timetables are met.
2.	Maintaining and updating the Electoral Register, developing best practice, and contributing to continuous improvement in service delivery.
3.	To assist with all office administration and answer queries via the phone, email, and face to face, some of which will be complex and require awareness of legal implications.
4.	To use the bespoke Electoral Registration and Management software system to a high standard, entering information with efficiency and precision.
5.	Assist with the procurement of election equipment and buildings.
6.	Assist with the organisation of the Annual Household Canvass, ensuring all statutory requirements and timetables are met.
7.	Assist with the organisation and delivery of initiatives and activities to encourage electoral registration and democratic participation amongst all groups in the community.





Person Specification	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> Educated to A level standard 	<ul style="list-style-type: none"> Completion of the AEA Foundation Course in Electoral Administration
		<ul style="list-style-type: none"> Possesses the AEA Certificate in Electoral Administration
		<ul style="list-style-type: none"> Evidence of training in IT based software
Experience/Skills	<ul style="list-style-type: none"> Good IT skills, with the ability to use office software such as Microsoft Word, Outlook, PowerPoint and Excel 	<ul style="list-style-type: none"> Experience of working in an Electoral Services environment
	<ul style="list-style-type: none"> Good written and verbal communication skills, with the ability to vary style to meet the needs of the audience 	<ul style="list-style-type: none"> Experience of working in a regulated service following legislative requirements
	<ul style="list-style-type: none"> Attention to detail and accuracy 	<ul style="list-style-type: none"> Experience of using Xpress Software Systems
	<ul style="list-style-type: none"> Excellent customer service skills, dealing with customers, members and officers at all levels of the council with sensitivity and tact. 	
	<ul style="list-style-type: none"> Ability to work under pressure whilst organising your own workload and working to tight deadlines. 	
	<ul style="list-style-type: none"> Able to work well in a team, demonstrating commitment to colleagues, team objectives and collaborative working 	
	<ul style="list-style-type: none"> Ability to maintain confidentiality and deal with sensitive information appropriately. 	
Knowledge	<ul style="list-style-type: none"> Knowledge of local government 	<ul style="list-style-type: none"> Good working knowledge of the legislative framework surrounding Electoral Services
	<ul style="list-style-type: none"> Basic knowledge of the legislative framework surrounding Electoral Services 	
	<ul style="list-style-type: none"> Knowledge of general office systems, e.g., process notes, processing data 	
Behaviours/Attributes	<ul style="list-style-type: none"> Works within the Council's "competency framework" and adheres to the Code of Conduct. 	





Purpose Details	
Service Purpose	The role involves supporting the Electoral Services Manager and Senior team officers in the strategic planning, organisation and operational delivery of all elections and referendums, as well as maintaining the register of electors.
Role Purpose	<ul style="list-style-type: none">• To assist in the day-to-day operation of the Election and Electoral Registration Section within the framework determined by the Electoral Services Manager.• To assist in the organisation and conduct of all local and national elections, referenda and parish or other polls.• To assist in the preparation, publication, and maintenance of the register of electors.• To assist in the development and implementation of measures to increase registration levels, turnout at elections and participation in and promotion of civic engagement

Supervision and Relationships	
Supervision Received	Reports to the Electoral Services Manager.
Supervision Given	Work with colleagues in Democratic Services on the recruitment for temporary election staff. Monitor the performance of the temporary staff through observations and feedback. Create and send out all necessary paperwork taking into account all employment legislation.
Contacts	Electoral and Democratic Teams. Other internal teams. External locations used as polling stations and count venues.

Resources/Budget Management
N/A

Special Requirements
<ul style="list-style-type: none">• Politically restricted post.• To work outside of normal office hours as required during specified periods, particularly during the annual canvass and election time.• To work full-time (37 hours per week) for the six weeks leading up to scheduled elections.• To take annual leave to fit around the electoral services cycle of work and acceptance that leave is restricted during election and annual canvass periods (usually March - May and October/November).

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N





Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	Y
Safety Critical Work	Y

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Shute End/Home Working

Role Involvement	Details
Working with Children	<Y/N>
Working with Vulnerable Adults	<Y/N>
Both of the Above	<Y/N >
Providing Care/Supervision for Children	<Y/N >
Providing Care/Supervision for Vulnerable Adults	<Y/N>
Both of the Above	<Y/N >
None of the Above	Y





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Disclosure and Barring Service (DBS)		Details
DBS Requirement		N/A
Eligibility Tool		Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks	
N/A	

Evaluation Declaration	
Date of Evaluation:	September 2025
Evaluated by:	HR Team

