**Job Description**

Job Title: Electoral Services Officer

Pay Grade: W2 - W3

Directorate: Corporate Resources

Team: Legal & Democratic Services

Reporting to: Electoral Services Manager

Budgetary Responsibilities: NA

Job Purpose:

The role of the Electoral Services Officer is to be pro-active, supporting the Electoral Services Manager to deliver effective and efficient electoral functions for the Council.

Main Tasks:

1. Assist with the maintenance and publication of an accurate electoral register, including the administration of absent voters.
2. Oversee the administration of special category electors.
3. Support household canvassers in their duties, to ensure the process is delivered to statutory deadlines, legal requirements and agreed performance standards.
4. Assist in the conduct of all Parliamentary, County Council, Police and Crime Commissioner for Surrey and Borough Council elections and all referenda to include the management of timetables, publication of official notices, polling station arrangements, polling station paperwork, staffing, issuing and opening of postal votes, delivery and collection equipment and the conduct of the count.
5. Act as an administrator for the electoral registration and election computer system, liaising with ICT and external suppliers to ensure effective operation/updates.
6. Deal with more complex/sensitive queries from members of the public and other stakeholders.
7. Review office procedures and systems and keep informed of new legislation and changes to best practice to ensure the proper conduct of electoral registration and elections.
8. Promote participation in the democratic process, including Local Democracy Week.
9. Assist in the review of constituency, ward and polling district boundaries and the review of polling places to ensure they are fit for purpose and accessible to all.
10. To be prepared to undertake some manual handling tasks, such as the movement of forms, ballot boxes, ballot papers, polling station equipment etc.
11. Assist with the other administrative duties of the Section, (providing cover for annual leave etc) and other such other duties as may reasonably be required from time to time by the Electoral Services Manager.

People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Other Responsibilities:

* To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

**Person Specification**

**Key:**

E = Essential, D = Desirable,   
A = Application Form, I = Interview, P = Presentation, T = Test

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Standard** | **E/D** | **Measure** |
| **Education & training** | * GCSE grade C or equivalent in Maths and English. * Further Education (A levels or equivalent) * Degree level qualification. * Be willing to study for the Certificate in Electoral Administration. * Certificate in Electoral Administration. * Knowledge of Electoral Law. | E  E  D  E  D  D | A  A  A  A/I  A  A |
| **Experience** | * Knowledge and experience of administering elections. * Knowledge of Individual Registration. * Knowledge of Xpress. * Engaging with members of the public. * Excellent communications skills, with both internal contacts and with members of the public – written/oral. * Excellent ICT skills. * Produce accurate work with an eye for detail. * Ability to prioritise and organise work with minimal supervision, as well as part of a team, often to statutory deadlines. * Computer literate with working knowledge of Microsoft Word, Excel and PowerPoint. * Numerate. * Use and analysis of statistics. * Ability to work under pressure. * Flexible and adaptable. * Proven ability to manage multiple tasks and work to tight deadlines. * Ability to co-operate in and contribute constructively to team working as well as being able to work on own initiative. | E  E  D  D  E  E  E  E  E  E  D  D  E  E  E | A/I  A/I  A  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Special Requirements** | * Politically impartial and discreet. * Ability to work flexibly, particularly at election time. * Full driving licence. * Available to work outside office hours to meet service requirements. * Committed to high quality service. * Enjoys a challenge. | E  E  D  E  E  E | I  I  A  A/I  A/I  A/I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | Yes |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | Yes |
| **Does this role have emergency responsibilities?** | No Choose an item. |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **2** |
| Leading our People | **1** |
| Delivering for our Customers | **2** |
| Making Change Happen | **2** |
| Team and Partnership Working | **1** |
| Communicating Openly | **2** |
| Performance Management | **1** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).

| **LINKED GRADE DESCRIPTORS** | | | | | **Behaviours from Role Map** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Job Title** | **Team + grade** | **Duties/ responsibilities with reference to behaviours** | **Probable Qualifications** | **Indicative Experience** | **SofF** | **LourP** | **DforourC** | **MCH** | **Tand PW** | **CO** | **PM** |
| Electoral Services Officer | W2 | Provides a range of services to electors as part of a team following set routines and procedures. At times working to tight or short timescales.  Likely to be working to an assigned area of individual responsibility for an election and not normally closely supervised on a daily basis although receives regular support and guidance.  Ability to use the electoral management system efficiently and be involved in the testing of updates.  Can deal with less straightforward queries and may be involved in supervising the work of colleagues on the W1 grade and temporary members of staff. | 3 A Levels / Degree  Undertaking/ completion of the AEA Foundation course | 0-3 years electoral services experience | 2 | 1 | 2 | 2 | 1 | 2 | 1 |
| Electoral Services Officer | W3 | An experienced Electoral Services Officer  With a greater depth and breadth of knowledge and experience provides advice to electors as part of a team.  Uses skills acquired through on-the-job or vocational training and relevant work experience.  Supports the training of polling station and canvass staff  Works effectively in an assigned area of expertise and required to carry out a range of more complex duties and tasks than at a lower grade.  Requires minimal supervision on a day to day basis and exercises a greater amount of initiative to develop solutions to problems.  Deals with non-standard situations more regularly. | 3 A Levels/ Degree  Undertaking/ Completed AEA Certificate | 3 years + electoral services experience | 2 | 2 | 2 | 2 | 2 | 2 | 1 |