

Senior Electoral Services Officer

Job Description and Person Specification

Directorate:	Finance and Governance	Service:	Electoral and Mayoralty Services
Responsible to:	Electoral Services and Mayoralty Manager	Responsible for:	Electoral Services Administration Officer Any Trainee / Apprentice Temporary canvass staff Mayor's Attendant
Grade:	8		
Location:	Civic Centre, Breck Road, FY6 7PU		

Job Purpose:

To provide high-level support to the Returning Officer in the organisation and administration of all elections and referendums in the borough.

To act as Deputy Returning Officer as directed when appointed by the Returning Officer.

To provide high-level support throughout the year to the Electoral Registration Officer in the preparation, compilation and maintenance of a complete and accurate Register of Electors.

To be responsible for the security and the accuracy of the data held by the Electoral Services Team.

To manage the Electoral Services Administration Officer and have oversight of the day-to-day running of all mayoral and civic responsibilities.

To act as Armed Forces Liaison officer in support of the lead member for the Armed Forces.

Key Tasks & Responsibilities:

Undertake, on the Chief Executive's / Returning Officer's behalf, the organisation and delivery of all electoral events in the borough, including the Parliamentary, County, District and Parish Elections.

Maintain the register of electors throughout the whole year, making determinations on entitlement to be registered on behalf of the Electoral Registration Officer. This includes the entitlement to have an absent vote, as well as to ensure that the personal identifiers for those with an absent vote are kept up to date in accordance with legislation.

Correspond with residents of the borough, assessing their applications to be registered and determining them in accordance with current legislation.

Check and follow the prescribed renewal process for declaration electors (service voters, overseas electors, etc), ensuring they remain able to take part in the democratic process.

Deal with complex queries and exceptions following applicants who have made incomplete registration applications or have failed automatic identity verification.

Review and maintain administrative mechanisms to improve the integrity of the electoral register and to identify and deal with any fraudulent or suspect applications.

Lead on planning, devising and delivering outreach and engagement activities to encourage electoral registration and democratic participation amongst Wyre's citizens.

Lead on ensuring optimum functionality of the Xpress IT system, including arranging installation and testing software updates, managing access and training new users.

Lead and coordinate the annual household canvass of electors on behalf of the Electoral Registration Officer in accordance with legal deadlines for publication.

Provide detailed information and statistics for internal and external statutory reporting purposes.

Support the Electoral Services and Mayoralty Manager in the completion of boundary reviews, reviews of polling districts and polling places and community governance reviews.

Investigate complaints made by stakeholders in relation to the electoral register and make recommendations for improvement.

Provide guidance, support and training to persons assisting the Electoral Services Team with elections. This may include trainees, apprentices, canvassers, internal and external staff.

Devise training materials and deliver online / face-to-face training sessions for both internal and external parties assisting with the annual canvass and elections.

Research and implement legislative changes as and when they occur.

Monitor electoral budgets, ensuring they remain within their limits and variances are reported where necessary.

Maintain the election pages on the public facing website and the internal Hub to ensure that information provided to internal and external stakeholders is current and relevant.

Provide support and guidance to the Electoral Services Administration Officer

and have oversight of the day-to-day running of all mayoral and civic activities. To include diary management, issuing of engagement information, liaison with the chauffeuring service and ad-hoc tasks on behalf of the Mayor and Deputy.

Manage the organisation and delivery of the Annual Council meeting, flag raising ceremony, Remembrance Sunday and the Armed Forces periodic report to full council.

To carry out any other duties commensurate with the grade.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council’s policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council’s performance management scheme.
- To be responsible for data quality.
- Maximise the use of AI in delivery of key tasks.
- To demonstrate a high standard of integrity in the use of council resources and where a nominated budget holder manage spending within available resources.

Special Conditions (e.g weekend work, shift allowance, car/telephone allowance)

- Politically restricted post in accordance with the Local Government and Housing Act 1989
- Casual car user allowance. Casual Car User’s will be paid at the middle band. You will be required to provide your own means of transport.
- “Unsocial hours”, evening, weekend & flexible working is required during busy election periods.
- The council operates a strict non-smoking policy.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good general level of education to GCSE Grade 4 (C or above) in English & Mathematics.	Essential	Application Form

AEA Foundation in Electoral Administration.	Essential	Application Form
AEA Certificate in Electoral Administration (or working towards)	Desirable	Application Form
Evidence of continuing professional development in this field.	Essential	Application Form

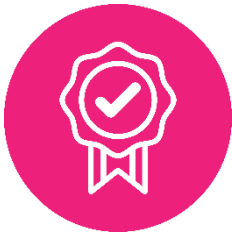



SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Knowledge and understanding of the electoral processes of a Local Government electoral function	Essential	Application Form/Interview
The ability to demonstrate effective leadership and motivation of others.	Desirable	Application Form/Interview
Ability to work under pressure, unsupervised and often to tight conflicting deadlines.	Essential	Application Form/Interview
Effective personal communication and presentation skills, both verbal and written.	Essential	Application Form/Interview
Effective administration and secretariat skills, and the ability to demonstrate diplomacy and professionalism when dealing with senior civic and political figures.	Essential	Application Form/Interview
Understanding of data protection legislation, including General Data Protection Regulations (GDPR), maintaining confidentiality and handling personal data securely at all times.	Essential	Application Form/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Broad experience of working in a Local Government electoral office, including experience of the administration of a variety of elections.	Essential	Application Form/Interview
Experience of acting as the Deputy Returning Officer	Desirable	Application Form/Interview
Extensive experience of the use of the Xpress Elections and Electoral Registration IT system or a similar system.	Essential	Application Form/Interview

Experience of recruitment and selection during the annual canvass and elections.	Desirable	Application Form/Interview
Experience of working in a Civic support (Mayoral and events delivery) or similar role	Essential	Application Form/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Willing to work outside of normal office hours, particular during the run up to any elections.	Essential	Application Form/Interview
Regular and Reliable Service (the Council does not wish to employ individuals who have a poor history of attendance at work where there is no underlying medical reason for the absence).	Essential	Attendance Record

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Prepared by: Joanne Billington

Date: May 2026

Post Holder Signature:

Date: