



Job Description

Job title	Electoral Services Support Officer	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Governance	Salary	SK5 (£26,433 per annum)
Location	Mix of home and office-based working at South Kesteven House, St Peter's Hill, Grantham	Contract	Fixed Term (until May 2027)

Main Job Purpose

To provide administrative support to Electoral Services team with the preparation, maintenance and publication of the Electoral Register, annual canvass and registration of electors and to assist in the organisation and administration of all elections and referenda held in South Kesteven.

The role will be a mix of office based in Grantham and remote working.

This role is not politically restricted.

Main Statement of Responsibilities

To assist with the day to day administration of maintaining an accurate electoral register including all aspects of Individual Electoral Registration, postal and proxy voting and organisation of elections, including:-

- Open, sort and scan incoming post received within the department
- Accurately input and process register to vote and postal/proxy application forms, canvass responses and notifications for deletion, requesting further information as necessary
- Issue of updates to the electoral register to the relevant bodies/individuals/organisations entitled to receive this information
- Print, envelope and despatch of application forms, confirmations, requests for further information and follow up reminders to electors
- Update the electoral register database to add, remove and update elector details
- Download and import data files relating to the annual canvass
- Respond to phone, email and face-to-face enquiries from customers
- Support the annual canvass process, including liaising with care homes
- Assist in the administration of all types of election, including inputting of nomination papers, publication of notices, booking of polling stations and staff appointments.
- Assist with the allocation of equipment to polling stations and the count
- Assisting and attending election counts as necessary
- Provide other administrative support to the team as required



- Process and handle considerable amounts of information relating to the electoral register with care, accuracy and confidentiality, in accordance with data protection regulations.

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. Annual leave may be restricted during election periods (usually March – early May).

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Previous experience of working in an administrative environment
- Excellent IT skills including experience of database systems, portals and Microsoft Office systems
- Experience of data entry onto computer systems
- Ability to work to tight, often restrictive, deadlines with a high level of accuracy and attention to detail
- Ability to effectively plan and prioritise completing work with minimal supervision
- Ability to maintain political impartiality, maintain confidentiality and deal with sensitive information appropriately

Desirable

- Experience of database systems
- Experience of working in a regulated service following legislative requirements
- Experience of electoral registration and elections functions and processes

Relevant Qualifications

Essential

- 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

Desirable

- Hold a full UK driving licence and be able to travel to meet business needs where necessary

Communication and Interpersonal Skills

Essential

- Ability to deal effectively with customers by telephone and email
- Ability to work as an effective team member and manage multiple priorities
- Flexibility in terms of hours and duties, including a willingness to work outside normal office hours, evenings, weekends and bank holidays in the weeks preceding elections.