

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Electoral Services Officer
<b>Grade</b>	5
<b>Service</b>	Electoral Services
<b>Reports to</b>	Head of Electoral Services
<b>Location</b>	Council House
<b>Job Evaluation Code</b>	P1040D



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

**Purpose of the role / Output:** To provide operational assistance to the Head of Electoral Services to deliver an efficient electoral service (including elections and electoral registration) which complies with legislation and is open, transparent and accessible to the public and other stakeholders. To assist in implementing initiatives aimed at maximising electoral participation by all groups of people in the local community. To monitor and undertake as necessary the day to day functions of Electoral Services, and contribute to the development of a culture of innovation and service excellence.

## Main Duties & Key Accountabilities

### Core Knowledge

- Deliver an excellent standard of customer care in electoral services based on continuous service development and assisting in exploring customer needs.
- Assist senior officers with the strategic planning for electoral services, ensuring agreed service standards and targets within the Operational Plan, project plans and the Team Plan are met.
- Assist in ensuring that the daily workload of the service is completed, particularly playing a substantive part in embracing, communicating and implementing any necessary change.
- Assist senior officers with the management of all aspects of UK Parliamentary, local, parish, BIDs or other elections/referendums, ensuring all statutory requirements and timetables are met.
- Assist with the production, publication and distribution of the annual Electoral Register and rolling registers, including the annual household canvass including personal visits where required, aiming to have an accurate and complete Register published on time, with the highest possible response rate.
- Provide support to senior officers with the reviews of electoral matters as appropriate, including reviews of electoral boundaries (including polling district boundaries), locations of polling stations, and disabled access to polling stations.
- Assist with devising, planning and delivering initiatives and activities to encourage electoral registration and democratic participation amongst all groups in the community.
- Using the bespoke Electoral Registration and Management software system to a high standard ('expert user'), entering information with efficiency and precision.
- Ensure that the daily workload of the service is completed, ensuring that all statutory requirements are met, including the handling of calls to the back office and emails
- Support the Deputy Electoral Services Manager with ensuring the property database is accurate and up to date at all times and in sync with the Council's Land and Property Gazetteer (LLPG).

- Deputise for the Head of Electoral Services and Deputy Electoral Services Manager as required.
- Assist senior officers with the creation of a culture of innovation and continuous improvement by suggesting and promoting opportunities for positive change, carrying out project work and disseminating benchmarking and customer satisfaction information.
- Assist with the setting of suitably challenging targets and improvements for the day to day work of the service. Assist senior officers with the development of the Electoral Services Team plan.
- Assimilate new legislation and good practice, assisting senior managers in implementing these into current processes and procedures to ensure the Council meets its legal obligations.
- Maintain information systems and systems for performance management, assist in the preparation of all required statistical and performance information to ensure set deadlines are met.
- Carry out research to support service delivery and improvement as required.
- Assist with maximising the benefits from using new technology, particularly updating and adapting systems regularly to meet particular changing needs.
- Assist in maintaining and improving appropriate team values and engage individual ownership especially in terms of new opportunities and change.
- Undertake specified aspects of employee management for temporary or casual staff, including recruitment, induction, work allocation, promoting health at work. Assist with delivering appropriate training for all temporary staff, polling station staff, canvassers and deliverers prior to them taking up their duties.
- To develop a good and up to date knowledge of electoral law and keep abreast of legislative changes and good practice attending relevant training courses, workshops and meetings.
- Be responsible for contributing to the identification of the postholder's own training and development needs and taking opportunities available to meet those needs.
- Provide support to senior officers in the procurement of goods and services within the principles of value for money to assist with ensuring that the service is delivered within budget.
- Assist with the preparation of accounts for elections using the guidance as issued by the Election Claims Unit.
- Assist senior officers to keep team members informed of operational developments and take part in encouraging a culture within the team of effective, open communication.
- Establish good working relationships with colleagues, officers and members.
- Be aware of issues with political and organisational sensitivity, informing and involving the Head of Electoral Services in any matters of this nature that arise.
- Monitor and maintain electoral services information on the Coventry City Council intranet and internet on a regular basis. Suggest enhancements to this area.
- Assist senior officers to keep business continuity plans and risk assessments up to date, and ensuring all equipment remains in good working condition by reporting any problem/defects.
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

<b>External</b> Association of Electoral Administrators Electoral Commission Department for Levelling Up, Housing and Communities Universities HMO Landlords	<b>Internal</b> Electoral Services Revenues and Benefits Customer Services LLPG Team Street Naming and Numbering Team
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

Staff managed by postholder:

N/A



## Person specification

<b>Job Evaluation Code</b>	P1040D
<b>Knowledge</b>	
<ul style="list-style-type: none"> <li>Knowledge of general office systems eg procedure notes, processing data</li> </ul>	
<ul style="list-style-type: none"> <li>Knowledge of computer software systems (word, excel, outlook)</li> </ul>	
<ul style="list-style-type: none"> <li>Knowledge of functions of local government and electoral legislation eg. Representation of the Peoples Acts and Regulations</li> </ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>Produce clear and well structured written work, including reports and letter/notes communicating content clearly and concisely</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent computer literacy with the ability to use Microsoft Office, Outlook and excel</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent organisational skills, with the ability to prioritise own workload and respond to changing priorities and demands.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to develop productive relationships, to work with people and groups across a variety of levels in the organisations and key stakeholders.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to give good, sound, pragmatic, concise and clear advice to customers, members and officers at all levels of the council with sensitivity and tact.</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent verbal communication skills including the ability to present reports or training material to different audiences including elected members, staff and key stakeholders.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to work well in a team, demonstrating commitment to colleagues, team objectives and collaborative working.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to work effectively in a political environment and handle confidential and sensitive issues discreetly and tactfully.</li> </ul>	
<ul style="list-style-type: none"> <li>Works methodically to high standards to strict deadlines, coping with changing demands.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to analyse complex information and draw logical conclusions.</li> </ul>	
<ul style="list-style-type: none"> <li>Understands the need to demonstrate value for money and work within budget constraints.</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Experience of working in a local government or comparable organisation</li> </ul>	
<ul style="list-style-type: none"> <li>Maintaining support systems in an office based environment</li> </ul>	

<ul style="list-style-type: none"> <li>• Working in a customer facing environment</li> </ul>
<ul style="list-style-type: none"> <li>• Working in a regulated service following legislative requirements</li> </ul>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• GCSE standard or equivalent in English and Maths</li> </ul>
<ul style="list-style-type: none"> <li>• Evidence of training in IT based software including word, excel.</li> </ul>
<ul style="list-style-type: none"> <li>• Hold the AEA Certificate or willingness to study for the Certificate</li> </ul>
<b>Special Requirements</b>
<p>To work outside of normal office hours as required during specified periods particularly during annual canvass and election time.</p> <p>To lift and carry weights up to 20kg.</p> <p>To reach high shelving using step ladders and other aids.</p> <p>To take annual leave to fit around the electoral services cycle of work and acceptance that leave is restricted during election and annual registration periods (usually Mar-May and Sept/Nov).</p> <p>To undertake appropriate training and development relevant to the duties of the post (sometimes at venues outside of the City).</p> <p>Full driving licence.</p>

<b>Date Created</b>	September 2021	<b>Date Reviewed</b>	September 2023
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