

Job Description and Person Specification

Electoral Services Supp Officer

Job Details	
Grade	GRD4
Service	Electoral Services
Location	Council House
Job Evaluation Code	P1603D

About Coventry City Council
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: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
Provide operational assistance for electoral services to ensure elections and registration are efficient, transparent, and accessible to the public and stakeholders. Engage daily with the public, promoting services aligned with Council policies. Support fostering innovation and service excellence.

Main Duties & Key Accountabilities
Providing an excellent standard of customer care in electoral services by focusing on continuous service improvement and exploring customer requirements. Ensuring the completion of the daily service

workload while meeting statutory requirements, including managing back-office calls and responding to emails. Providing support to colleagues, officers, and members while collaborating effectively as part of a team.
Assisting senior officers in organising every aspect of UK Parliamentary, local, parish, BIDs, or other elections and referendums, meeting statutory requirements and timetables.. Assisting with producing, publishing, and distributing the annual Electoral Register and individual electoral registration, including the yearly household survey with a door-to-door canvass. Ensuring the Register is accurate, complete, and published on time while achieving the highest possible response rate.
Providing assistance to senior officers in reviewing electoral matters, including electoral boundaries, polling district boundaries, polling station locations, and accessibility for disabled individuals.
Assisting with organising and delivering initiatives and activities to promote electoral registration and democratic participation across diverse community groups.
Assisting senior officers in fostering innovation and continuous improvement by recommending opportunities, conducting projects, and sharing benchmarking and customer satisfaction data. Assisting in preparing presentations with PowerPoint or similar tools to support democratic engagement activities and staff training initiatives.
Assimilating new legislation and good practice, supporting senior leaders in integrating these into existing processes to ensure the Council fulfils legal obligations. Maintaining information systems and performance systems, assisting with preparing required statistical and performance data to ensure deadlines are consistently met.
Using the bespoke Electoral Registration and Management software system to a high standard, entering information with efficiency and precision. Assisting with maximising benefits from utilising new technology, particularly by updating and adapting systems regularly to address specific evolving requirements.
Assisting with maintaining and enhancing team values while encouraging individual ownership, particularly regarding new opportunities and change initiatives. Being responsible for identifying personal training and development needs while pursuing opportunities to address them, including acquiring knowledge of electoral practices and legislation.
Processing administrative paperwork for procuring goods and services, from raising purchase orders for authorisation to receipting goods, ensuring compliance with procurement policies.
Being mindful of politically and organisationally sensitive issues, notifying and including the Electoral Services Lead regarding any such matters that emerge.
Monitoring and maintaining electoral services information on the Coventry City Council intranet and internet regularly. Recommending improvements to enhance this area effectively.

Assisting senior officers in updating business continuity plans and risk assessments, while reporting problems or defects to maintain equipment in good condition.

Key Relationships

External:

Internal: Electoral Services Manager
Colleagues
Officers
Members

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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Administrators, Admin Assistants and Apprentices(Work Allocation)

Person Specification

Requirements

Knowledge

Knowledge of computer software systems (word processing, spreadsheets, databases, outlook) and general office systems eg filing/archiving

Skills And Ability

Proficient in computer usage, capable of operating Microsoft Office, Outlook, and database systems while producing clear, organised written content with concise communication.

Good organisational skills, with the ability to prioritise own workload and Attention to detail and

	accuracy.. Works to high standards and tight deadlines, coping with changing demands
	Excellent customer service skills, dealing with customers, members and officers at all levels of the council with sensitivity and tact
	Able to work well in a team, demonstrating commitment to colleagues, team objectives and collaborative working
	Ability to maintain confidentiality and deal with sensitive information appropriately
Experience	Experience of provide administrative support for the team and working in a customer facing environment.
	Working in a customer-facing environment
Qualification	English and Maths at secondary education level.. Evidence of training in use of IT-based software including word processing and spreadsheet software. Holding, or working towards, or prepared to undertake, the European Computer Driving License
Special Requirements	Ability to work outside normal office hours as required during busy periods, subject to prior to agreement where possible
	Ability to reach high shelving using step ladders and other aids and Ability to lift and carry weights up to 20 kg
	Open to scheduling annual leave in alignment with the electoral services workflow, acknowledging restrictions during election and annual registration periods (typically April/May, September/October).