



Coventry City Council

## Job Description

<b>Post:</b>	Electoral Services Officer	<b>Job Number:</b>	P1040D
<b>Service:</b>	Electoral Services	<b>Post Number:</b>	1012241
<b>Location:</b>	Council House	<b>Grade:</b>	5

### 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.

**Job Purpose:** To assist the Electoral Services Manager to deliver an efficient electoral service (including elections and electoral registration) which complies with electoral legislation. 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 assist with the development and innovation within the service

### Main Duties and Responsibilities:

1. Deliver an excellent standard of customer care in electoral services based on continuous service development and assisting in exploring customer needs.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. Assist with devising, planning and delivering initiatives and activities to encourage electoral registration and democratic participation amongst all groups in the community.
8. Using the bespoke Electoral Registration and Management software system to a high standard ('expert user'), entering information with efficiency and precision.
9. 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).
10. Deputise for the Electoral Services Manager and Deputy Electoral Services Manager as required.

11. 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.
12. 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.
13. 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.
14. 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.
15. Carry out research to support service delivery and improvement as required.
16. Assist with maximising the benefits from using new technology, particularly updating and adapting systems regularly to meet particular changing needs.
17. Assist in maintaining and improving appropriate team values and engage individual ownership especially in terms of new opportunities and change.
18. 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.
19. 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.
20. Be responsible for contributing to the identification of the postholder's own training and development needs and taking opportunities available to meet those needs.
21. 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.
22. Assist with the preparation of accounts for elections using the guidance as issued by the Election Claims Unit.
23. 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.
24. Establish good working relationships with colleagues, officers and members.
25. Be aware of issues with political and organisational sensitivity, informing and involving the Electoral Services Manager about any matters of this nature that arise.
26. Monitor and maintain electoral services information on the Coventry City Council intranet and internet on a regular basis. Suggest enhancements to this area.
27. 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.
28. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions

- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:**

**Responsible to:** Electoral Services Manager

**Date Reviewed:** October 2021

**Updated:** September 2021



Coventry City Council

## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Functions of local government and electoral legislation eg. Representation of the Peoples Acts and Regulations</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge of computer software systems (word processing, spreadsheets, databases, outlook)</li></ul>
	<ul style="list-style-type: none"><li>• </li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Able to produce clear and well structured written work, including reports and letters/notes</li></ul>
	<ul style="list-style-type: none"><li>• Able to use technological applications (word processing, spreadsheets, email, internet)</li></ul>
	<ul style="list-style-type: none"><li>• Develops productive relationships: able to work with people and groups across a variety of levels in the organisation.</li></ul>
	<ul style="list-style-type: none"><li>• Able to present reports or training material to colleagues, new staff and other stakeholders</li></ul>
	<ul style="list-style-type: none"><li>• Able to give good, sound, pragmatic, concise and clear advice to colleagues and elected members.</li></ul>
	<ul style="list-style-type: none"><li>• Able to work effectively in a political environment and handle confidential issues discreetly and tactfully</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>• To work in a methodical manner to strict deadlines.</li></ul>
	<ul style="list-style-type: none"><li>• Able to respond to changing priorities and demands in work.</li></ul>

	<ul style="list-style-type: none"> <li>• Can analyse sometimes complex information and draw logical conclusions</li> </ul>
	<ul style="list-style-type: none"> <li>• Understands the need to demonstrate value for money</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working in a local government or comparable organisation for at least a year.</li> </ul>
	<ul style="list-style-type: none"> <li>• Maintaining support systems in an office</li> </ul>
	<ul style="list-style-type: none"> <li>• Working in a customer-facing environment</li> </ul>
<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Evidence of training in use of IT-based software including word processing and spreadsheet software.</li> </ul>
	<ul style="list-style-type: none"> <li>• NVQII in English and Maths.</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>	<ul style="list-style-type: none"> <li>• Ability to work outside normal office hours as required during busy periods, subject to prior to agreement where possible.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to lift and carry weights up to 20 kg.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to reach high shelving using step ladders and other aids.</li> </ul>
	<ul style="list-style-type: none"> <li>• Willing 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 April/May, September/October).</li> </ul>
	<ul style="list-style-type: none"> <li>• Willing to undertake appropriate training and development relevant to the duties of the post (sometimes at venues outside the city).</li> </ul>

**Date Reviewed:** October 2021

**Updated:** September 2021

**Note:** Under Part 1 of the Local Government and Housing Act 1989, the occupant of this post is restricted from holding political office such as serving as a member of a local authority, an officer of a political party, a Member of Parliament or a member of the European Parliament. In addition, the post holder is also precluded from certain other activities such as speaking or writing publicly on matters of party political controversy.