



Coventry City Council

Job Description

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| Post: | Electoral Services Support Officer | Job Number: | P1603D |
| Service: | Electoral Services | Post Number: | 1012242 |
| Location: | Council House | Grade: | 4 |

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 provide operational support to the Electoral Services Manager to ensure all electoral services (including elections and electoral registration) are run efficiently, are open, transparent and accessible to the public and other stakeholders. To deal with the public on a daily basis in a way that promotes the section and its services in accordance with the Council's corporate policies. To contribute to the development of a culture of innovation and service excellence.

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. 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
3. Assist senior officers with the organisation of all aspects of UK Parliamentary, local, parish, BIDs or other elections/referendums, ensuring all statutory requirements and timetables are met.
4. Assist with the production, publication and distribution of the annual Electoral Register and individual electoral registration, including the annual household survey with a door to door canvass, aiming to have an accurate and complete Register published on time, with the highest possible response rate.
5. 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.
6. Assist with the organisation and delivery of initiatives and activities to encourage electoral registration and democratic participation amongst all groups in the community.
7. Using the bespoke Electoral Registration and Management software system to a high standard, entering information with efficiency and precision.
8. 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.
9. Assist with preparing presentations using PowerPoint or similar to support democratic engagement activities, staff training etc.

10. 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.
11. 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.
12. Assist in carrying out benchmarking exercises and inputting information from these into systems such as Excel, to enable analysis to be carried out.
13. Assist with maximising the benefits from using new technology, particularly updating and adapting systems regularly to meet particular changing needs.
14. Assist in maintaining and improving appropriate team values and engage individual ownership especially in terms of new opportunities and change.
15. Be responsible for contributing to the identification of the postholder's own training and development needs and taking opportunities available to meet those needs, including the development of a good knowledge of electoral good practice and legislation.
16. Process office administrative paperwork for the procurement of goods and services, from raising purchase orders prior to authorisation to receipting goods as necessary, ensuring procurement policies are met.
17. Work as a team member to provide support to colleagues, officers and members.
18. Be aware of issues with political and organisational sensitivity, informing and involving the Head of Electoral Services about any matters of this nature that arise.
19. Monitor and maintain electoral services information on the Coventry City Council intranet and internet on a regular basis. Suggest enhancements to this area.
20. 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.
21. 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: November 2021



Coventry City Council

Person Specification

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| Service: | Electoral Services | Post Number: | 1012242 |
| Location: | Council House | Grade: | 4 |

| Area | Description |
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| Knowledge: | <ul style="list-style-type: none">• Knowledge of general office systems e.g. filing/archiving |
| | <ul style="list-style-type: none">• Knowledge of computer software systems (word processing, spreadsheets, databases, outlook) |

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| Skills and Abilities: | <ul style="list-style-type: none">• Produce clear and well structured written work communicating content clearly and concisely |
| | <ul style="list-style-type: none">• Good computer literacy with the ability to use Microsoft Office, Outlook and database systems. |
| | <ul style="list-style-type: none">• Good organisational skills, with the ability to prioritise own workload. |
| | <ul style="list-style-type: none">• Attention to detail and accuracy |
| | <ul style="list-style-type: none">• Excellent customer service skills, dealing with customers, members and officers at all levels of the council with sensitivity and tact. |
| | <ul style="list-style-type: none">• Excellent verbal communication skills including the ability to present to different audiences including elected members and the public. |
| | <ul style="list-style-type: none">• Able to work well in a team, demonstrating commitment to colleagues, team objectives and collaborative working |
| | <ul style="list-style-type: none">• Ability to maintain confidentiality and deal with sensitive information appropriately. |
| | <ul style="list-style-type: none">• Works to high standards and tight deadlines, coping with changing demands. |

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| Experience: | <ul style="list-style-type: none"> • Experience of provide administrative support for the team |
| | <ul style="list-style-type: none"> • Maintaining support systems in an office based environment |
| | <ul style="list-style-type: none"> • Working in a customer-facing environment |

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| Educational: | <ul style="list-style-type: none"> • 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. |
| | <ul style="list-style-type: none"> • GCSE standard or equivalent in English and Maths. |

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| Special Requirements: | <ul style="list-style-type: none"> • Ability to work outside normal office hours as required during busy periods, subject to prior to agreement where possible. |
| | <ul style="list-style-type: none"> • Ability to lift and carry weights up to 20 kg. |
| | <ul style="list-style-type: none"> • Ability to reach high shelving using step ladders and other aids. |
| | <ul style="list-style-type: none"> • 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). |
| | <ul style="list-style-type: none"> • Willing to undertake appropriate training and development relevant to the duties of the post (sometimes at venues outside the city). |
| | 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. |

Date Reviewed: October 2021

Updated: November 2021