

Job Description and Person Specification

Deputy Electoral Services Manager

Job Details	
Grade	7
Service	Electoral Services
Location	Council House
Job Evaluation Code	A5770

Coventry City Council 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:
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
You will support the Head of Electoral Services in the provision of an effective and efficient electoral service, ensuring the continuous improvement of the service. Lead on electoral knowledge and procedures and ensure the provision of electoral services on a day to day basis.
You will assist the Head of Electoral Services with providing the highest level of accurate advice and guidance to the Returning Officer, Members, Officers, candidates, agents, and other stakeholders of the Council in respect of Electoral Services. Inform policy development and assist in developing a culture of innovation and service excellence.
The team will deliver an accurate register of all eligible electors in the areas, implement statutory procedures surrounding the registration of electors and absent voters along with the delivery of free and fair elections and referendums in accordance with complex legislation.

Key Responsibilities and Accountabilities
Working collaboratively with the other senior officers to ensure that elections and electoral registration work is organised and managed in accordance with statutory regulations, within budget and that deadlines and performance targets are met.
Assisting in the strategic planning for electoral services, ensuring agreed service standards and targets within the operational plan, project plans and team plans are met and reviewing these on a regular basis and benchmarking against other Returning Officers/Electoral Registration Officers.
Monitoring performance and report on project progress against the project plans produced and prepare any required documentation for the strategic project board
Maintaining a thorough and up to date knowledge of electoral law and keep abreast of professional developments, legislative changes and good practice attending relevant training courses, workshops and meetings.
Ensuring that the day to day administration of electoral registration activities is carried out, ensuring workloads are prioritised and processed in accordance with statutory requirements and all relevant information is communicated effectively, by regular team meetings.
Ensuring procedure notes are kept up to date to reflect new legislation and good practice, involving meetings with staff.
Assisting in the formulation and development of office procedures. To contribute to the improvement of these procedures. To review procedures and practices, together with the implementation of changes, to ensure continuous service improvements.
Leading on ensuring the council's information systems, in particular web pages are fit for purpose in supporting the work of the Electoral Services team and provide comprehensive information to stakeholders.
Assisting with the recruitment and training of temporary and casual staff, ensuring that optimum performance standards are achieved. To be responsible for ensuring that the employment and is within the budget for the temporary and casual staff.
Liaising with the Council's GIS team on a regular basis to ensure that the property database is accurate and up to date at all times and corresponds with the Council's Land and Local Property Gazetteer (LLPG) database.
Acting as lead support in the completion of boundary reviews such as reviews of UK Parliamentary Constituencies, council ward reviews, community governance reviews and reviews of polling districts and polling places
Assisting with continuous improvement (with the Head of Electoral Services) of the Electoral Services Office, its performance, working practices and systems, in order to improve efficiency and cost effectiveness, by developing, implementing and monitoring work activity and outputs.
Providing senior support in administering the electoral nomination processes, including informal checks of nomination papers, preparing nomination packs, updating the electoral management system as directed in accordance with statutory election rules and providing feedback, guidance and advice to the Head of Electoral Services.
Assisting with briefing sessions for candidates and agents.

Assisting with training of registration and elections staff.

Working with the Head of Electoral Services to achieve corporate objectives and to contribute to initiatives, including actively working/providing advice and guidance on special projects as required by the Electoral Strategy Board.

Deputising for the Head of Electoral Services as required.

Key Relationships

External:	Residents Other Authorities MP's Parish Council's Government Departments responsible for Elections and funding	Internal:	Elected members Customer Services Team Other CCC services as required
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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.
- attending any training and undertake 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

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Person Specification

Requirements

Knowledge	Understanding and up to date knowledge of law, guidance and practice in relation to elections and electoral registration work
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Knowledge	Understanding of local government, the role of elected members, policy development and democratic engagement initiatives
Knowledge	Understanding of GDPR requirements.
Skills And Ability	Excellent written & oral communication skills to ensure all communications are produced to highest professional standard with the ability to summarise accurately and convey complex information.
Skills And Ability	Ability to question and challenge existing practices, review and evaluate internal and external factors to create and develop new and workable ideas to enhance the customer experience. Ability to think laterally and creatively to generate realistic and workable solutions.
Skills And Ability	Able to provide good, sound, pragmatic, concise and clear guidance/ advice to colleagues and elected members in both formal and informal situations on complex legal or procedural matters.
Skills And Ability	Able to identify and interpret any changes in electoral legislation and regulations.
Skills And Ability	Able to demonstrate collaborative working with other departments both internal and external and to be able to communicate effectively at all levels either verbally or in writing.
Skills And Ability	Able to motivate a team of staff and to maintain a good team spirit and demonstrate effective leadership skills.
Skills And Ability	Able to plan for the team and delegate clearly and effectively, monitoring and providing support and prioritising where needed.
Skills And Ability	Able to produce reports and other documents with reasoned arguments and clear recommendations, in a style appropriate to the target audience. Together with using IT to analyse and interrogate data to support recommendations.
Skills And Ability	Able to work accurately under pressure to tight deadlines, managing changing and conflicting demands for prolonged periods ie during election periods.
Experience	Proven experience in elections and electoral registration
Experience	Experience of working in a sensitive, pressurised and deadline driven environment
Experience	Experience of producing complex, detailed and accurate written work.
Experience	Experience of presenting reports and making presentations to colleagues and members.

Experience	Delivering organisational change with a focus on quality and service improvements
Experience	Experience of problem solving in relation to electoral issues as well as having knowledge of electoral management software.
Qualification	Hold the AEA Certificate and willing to work towards Diploma in Electoral Administration.
Special Requirements	Ability to work outside normal office hours as required during busy periods, subject to prior to agreement where possible.
Special Requirements	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).
Special Requirements	Willing to undertake appropriate training and development relevant to the duties of the post (sometimes at venues outside the city).
Special Requirements	Hold a Full Driving Licence

Declaration			
Reviewed/Created By:	Liz Read		
Job Title:	Head of Electoral Services	Date:	12/11/25