

Job Description and Person Specification

Deputy Electoral Services Mgr

Job Details	
Grade	GRD7
Service	Electoral Services
Location	City Wide
Job Evaluation Code	A5770

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

Support the Electoral Services lead in delivering an efficient and effective service, ensuring ongoing improvements and adherence to procedures. Provide accurate advice to stakeholders, including the Returning Officer, candidates, agents, and Council members. Contribute to policy development and foster innovation and service excellence. Ensure an accurate register of eligible electors, manage statutory registration processes, and oversee the delivery of fair elections and referendums. Maintain compliance with complex legislation while ensuring high standards of service delivery across all electoral activities.

Main Duties & Key Accountabilities

Collaborating with other senior officers to ensure elections and electoral registration are organised and managed under regulations, within budget, and meeting deadlines.
Assisting with strategic planning for electoral services, ensuring service standards and targets in operational, project, and team plans are met and regularly reviewed. This will include benchmarking against comparable authorities and Electoral Commission Performance Standards.
Monitoring performance and report on project progress against the project plans produced and prepare any required documentation for the strategic project board
Possessing comprehensive and current knowledge of electoral law while staying informed on developments, legislative updates, and best practices through training, workshops, and meetings.
Ensuring the daily administration of electoral registration activities is conducted, prioritising workloads and processing them per statutory requirements through regular team discussions.
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.
Ensuring the council's information systems, especially web pages, are suitable for supporting Electoral Services and delivering 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 regularly to ensure the property database remains accurate, and aligns with the Local Land and Property Gazetteer.
Supporting boundary reviews, including UK Parliamentary Constituencies, council ward reviews, community governance reviews, and reviews of polling districts and polling places.
Assisting with continuous improvement of the Electoral Services Office by developing, implementing, and monitoring work activities, outputs, practices, systems, and overall performance.
Providing senior assistance in managing electoral nomination processes, conducting informal checks of papers, preparing packs, updating systems, and offering guidance and advice.
Assisting with briefing/training of candidates, agents, registration and elections staff.
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

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

No People Management Responsibilities

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge				Good, up-to-date knowledge of electoral law, guidance and practice, with experience in elections and electoral registration. Able to identify and interpret changes in legislation.
Knowledge				Understanding of local government, the role of elected members, policy development and democratic engagement initiatives
Skills And Ability				Able to produce clear and professional written and verbal communications that explain complex information accurately. Able to write reports with clear recommendations and use data to support decisions.

Skills And Ability				Experience of delivering organisational change with a focus on quality and service improvement. Able to review practices and develop practical, effective solutions to improve customer experience.
Skills And Ability				Capable of providing clear and practical guidance to colleagues and elected representatives on complex legal or procedural issues in various settings.
Skills And Ability				Capable of working collaboratively with various internal and external departments and communicating effectively at all levels through verbal or written means.
Skills And Ability				Able to plan work, delegate effectively, monitor progress, and provide support where needed. Able to work accurately under pressure, meet tight deadlines, lead and motivate a team and maintain a positive team.
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.
Experience				Experience of working in a sensitive, pressurised and deadline driven environment. Experience of problem solving in relation to electoral issues as well as having knowledge of electoral management software.
Experience				Experience of presenting reports and delivering presentations to colleagues , elected members, and other stakeholders.
Qualification				Hold the AEA Certificate and willing to work towards Diploma in Electoral Administration.
Special Requirements				Take annual leave in alignment with the electoral services work cycle, with restrictions during election and annual registration periods (typically Mar-May and Sept-Nov). To work outside of normal office hours as required during specified periods particularly during annual canvass and

				election time.
Special Requirements				Hold a Full Driving Licence