

Job Description and Person Specification



Job Description

Job Title	Electoral Services Support Officer
Grade	4
Service	Electoral Services
Reports to	Electoral Services Manager
Location	Council House
Job Evaluation Code	P1603D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role / Output: 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 & Key Accountabilities

Core Knowledge

- Deliver an excellent standard of customer care in electoral services based on continuous service development and assisting in exploring customer needs.
- 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
- 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.
- Assist with the production, publication and distribution of the 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.
- 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.
- Assist with the organisation and delivery of initiatives and activities to encourage electoral registration and democratic participation amongst all groups in the community.
- Using the bespoke Electoral Registration and Management software system to a high standard, entering information with efficiency and precision.
- 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.
- Assist with preparing presentations using PowerPoint or similar to support democratic engagement activities, staff training etc.
- 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.
- 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.

- Assist in carrying out benchmarking exercises and inputting information from these into systems such as Excel, to enable analysis to be carried out.
- Assist with maximising the benefits from using new technology, particularly updating and adapting systems regularly to meet particular changing needs.
- Assist in maintaining and improving appropriate team values and engage individual ownership especially in terms of new opportunities and change.
- 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.
- 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.
- Work as a team member to provide support to colleagues, officers and members.
- Be aware of issues with political and organisational sensitivity, informing and involving the Electoral Services Manager about any matters of this nature that arise.
- Monitor and maintain electoral services information on the Coventry City Council intranet and internet on a regular basis. Suggest enhancements to this area.
- 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.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
<ul style="list-style-type: none"> • Knowledge of general office systems eg procedure notes, processing data 	
<ul style="list-style-type: none"> • Knowledge of computer software systems (word, excel, outlook 	
<ul style="list-style-type: none"> • Knowledge of local government and electoral services 	
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 excel 	
<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. 	
Experience	
<ul style="list-style-type: none"> • Experience of providing administrative support to teams 	
<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 	
<ul style="list-style-type: none"> • Working in a regulated service following legislative requirements 	

Qualifications
<ul style="list-style-type: none"> • GCSE standard or equivalent in English and Maths • Evidence of training in IT based software including word, excel.
Special Requirements
<p>To work outside of normal office hours as required during specified periods particularly during annual canvass and election time.</p> <p>To lift and carry weights up to 20kg.</p> <p>To reach high shelving using step ladders and other aids.</p> <p>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 Mar-May and Oct/Nov)</p>

Date Created	September 2021	Date Reviewed	December 2022
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