

Electoral Services Officer (ESO) Range 3			
Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Please see role profile for full specification. Main Duties include: To assess and analyse online and paper applications to register and for absent voting, make decisions on eligibility, input data accurately and check other data and manual records for the creation and maintenance of the Register of Electors. To maintain electronic and paper records to meet organisational needs and requirements. To be undertaken within the complex and comprehensive electoral registration legislation, regulations and good practice. To provide clear, concise, courteous and impartial information and advice about electoral registration, absent voting and elections to the public, Councillors, candidates and their agents and others in compliance with statutory requirements and best practice and using technical knowledge to formulate an outcome. To assist with the planning and conduct of elections, including the booking of premises, allocation and appointment of staff and collation of equipment and material and undertaking other specific jobs as required. To assist with the implementation of initiatives aimed at improving voter registration and turnout.	Required for this level	In addition to level A	In addition to levels A and B
	Qualifications Good level of education (equivalent to at least GCSE Grade "C" in English and Maths)	Qualifications	Qualifications
	Knowledge - An awareness of the conduct of elections and relevant performance standards, for example through reference to the Electoral Commission guidance for electoral administrators . - An awareness of the Our Values and Behaviours and priorities. This would include knowledge of equality and diversity in the context of the council and the role.	Knowledge - Good procedural knowledge about electoral registration and the knowledge to use EMS online help and service desk and/or Electoral Commission or Association of Electoral Administrators (AEA) guidance and only referring to SESO when such guidance is unclear. - Good procedural knowledge about the conduct of elections. - Able to provide guidance and support on some topics to polling station staff to resolve issues leading up to and on polling day. - Know some of the key pieces of legislation and where to find them for reference purposes and interpret & explain them to members of the public. - A general understanding of GDPR and how it relates to electoral services - A general understanding of health & safety in relation to the canvass and canvassers.	Knowledge - Professional and pro-active level of curiosity to keep abreast of Electoral Commission and AEA guidance and support and offering support to rest of team to raise awareness of such guidance and support to be used in daily operations. - Has the knowledge to be able to assist a senior manager to outline election timetable showing the main statutory activities for example, nominations, voter registration and polling day, declaration of results. - Able to provide guidance and support on most issues to polling station staff to resolve issues leading up to and on polling day. - Know most of the key pieces of legislation (such as the Election Act 2022, Representations of the People Acts) and where to find them for reference purposes and interpret & explain them to members of the public. - A good understanding of GDPR and how it relates to sharing of information from the open and full registers, requests to be removed from the register of electors, the right to be forgotten, Subject Access Requests and Freedom of Information requests - A good understanding of health & safety in relation to the canvass and canvassers.
	Experience Has experience of using literacy, numeracy and ICT skills to input details accurately onto a database, write emails and letters, use Mail merge, and spreadsheets with formulae and	Experience Minimum of 12 months in post with consistent performance at Level A.	Experience Minimum of 24 months with consistent performance at Level B.

	undertaking calculations using Excel, MS Teams, and MS Outlook in office.	• Experience of assessing and processing most types of paper and online applications on the Electoral Management System (EMS) and Electoral Registration Officer (ERO) Portal accurately, including matching potential electors to the correct property, inputting new addresses. • To have experience of taking the lead on at least one election activity such as booking polling stations, allocation and appointment of election staff, the identification, purchase and collation of election materials including ballot boxes, the arrangements for the checking in of ballot boxes at count venue and verification of unused ballot boxes, arrangements for the transportation of election equipment from storage to polling stations, count venue and postal vote opening venue and return. • Has experience of handling cash, processing cheques and other payments, invoices or raising purchase orders, experience of setting up or amending suppliers on the Integra system, liaising with suppliers and the Exchequer Team and Cashiers to resolve issues • Demonstrable experience of coping well under extreme pressure and difficult situations, remaining calm, respectful, taking responsibility for own well-being and providing support and encouragement to other team members. • Demonstrable experience of bringing forward useful ideas and suggestions to help own role, the Team, or customers	• Experience of assessing and processing all types of paper and online applications on the EMS and ERO Portal accurately. • Experience of conducting a site visit with a senior manager to ascertain the viability of a polling station, including the requirements of the Disability Discrimination Act • Has experience of dealing with queries about payment of invoices, raising of Purchase Orders, by interrogating the Integra financial system. • Experience of thoroughly analysing information, and considering alternative solutions, proposing and or adapting to new ways of working where necessary • Experience of drafting appropriate response to complex queries. • Experience of helping others to cope under extreme pressure and difficult situations, remaining calm, respectful. • Experience of assisting a senior manager so they can deliver training to polling station staff and canvassers • Experience of providing proactive support, encouragement and coaching of temporary staff.
	Skills • Demonstrable ability to use knowledge, judgement, analysis, and creativity to interpret information or situations and to solve problems. • Demonstrable ability to use written and oral communication skills to effectively present varied information in an understandable way to a range of audiences. • Demonstrable ability to work within procedures which leave some room for initiative, responding independently to unexpected problems and situations and only referring to a supervisor/manager for unusual or difficult problems. • Demonstrates the ability to deal with work-related pressure, for example from strict, statutory deadlines, interruptions, changes in	Skills • Demonstrable ability to successfully handle and resolve problems using their own initiative whilst remaining within the legislative and Electoral Commission guidance and only referring to SESO when such guidance is unclear. • Demonstrable ability to draft clear, understandable & accurate, non-standard correspondence, amend template letters for use in EMS and documents or handle more complex telephone calls or in-person situations for electors, Councillors and other stakeholders about electoral registration or election issues. • Able to suggest additional resources, guidance or advice to be provided to polling station staff or canvassers to improve their health & safety or well-being	Skills • Can use the analysis of information to consider and inform alternative solutions, proposing or adapting to new ways of working as necessary. • Can demonstrate the ability to draft appropriate responses to complex queries. • Ability to train colleagues on all areas of EMS software • Able to suggest improvements and efficiencies to resources, guidance or advice to be provided to polling station staff or canvassers to improve their health & safety or well-being • Is demonstrably pro-active in identifying ways to improve efficiency and effectiveness.

	work arrangements, conflicting demands or undertaking routine work for extended periods of time. • Demonstrates the ability to use IT software such as MS Excel accurately • Demonstrably puts the well-being and satisfaction of customers as a priority, showing dignity, respect and tact in all dealings with others. • To work collaboratively with other team members to ensure consistency of approach and to keep abreast of issues and good practice.	• Able to provide guidance, advice and support or training to canvassers, election staff and members of the public adapting communication style or method where necessary or using a variety of styles and methods to meet the audience needs • Demonstrable ability to analyse applications and make decisions independently on eligibility, referring to other sources of information and guidance • The ability to provide guidance, advice and support to temporary staff assigned to the team and give technical advice to polling station staff to resolve issues on polling day. • Giving advice and information about electoral registration, absent voting and elections • Actively contributes collaboratively to discussions on topics within area of expertise. • Demonstrates the ability to accurately input details when using the EMS and Elections Digital Service and responding to emails. • Demonstrable ability to undertake tasks such as the collation of materials for use by polling station staff and canvassers in a safe way. • Demonstrably applies the principles and practical implementation of the Our Values and Behaviours and priorities to all the duties and activities of the role and that of the Team • Demonstrably applies the principles of equality and diversity to all the duties and activities of the role and that of the Team	
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Senior Electoral Services Officer (SESO) Range 4

Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Please see role profile for full details of the main duties. Summary of duties: To assist with supporting the day-to-day work of electoral registration in the team, by overseeing the determination and inputting of incoming registration applications, the maintenance of the electronic workflow ensuring that each screen is dealt with regularly and accurately and backlogs are avoided and statutory deadlines are met regarding the determination of applications, inviting potential electors to register,	Required for this level	In addition to level A	In addition to levels A and B
	Qualifications • Good level of education (equivalent to five GCSE Grade “C” including English and Maths or equivalent) • Working towards the Association of Electoral Administrators (AEA) Foundation Module or the AEA Certificate in Electoral Administration or and 3 years in an electoral services post.	Qualifications • Completion of the AEA Foundation Module or working towards/completed the AEA Certificate in Electoral Administration.	Qualifications • Completed the AEA Certificate in Electoral Administration.
	Knowledge • Application of practical and/or procedural knowledge and theoretical aspects of electoral	Knowledge • Professional and pro-active level of curiosity to keep abreast of Electoral Commission and AEA	Knowledge

confirmation/verification of applicants, reviews and objections, exceptions and attestations. To oversee the processing and maintenance of absent voting records to ensure they are done accurately and according to statutory deadlines. To assist with the co-ordination and implementation of the annual audit, including the recruitment, training and supervision of canvassers, producing data for printing of forms and proof checking. To be responsible for specific activities in the planning and conduct of elections and referenda, which may include recruitment, training and allocation of polling station staff, identification of polling stations, contact with key holders and provision of equipment to polling stations, oversight of the collation of equipment & materials, producing data for printing of forms and proof checking. To work on own initiative for the majority of their time, while analysing incoming applications and making decisions on eligibility, checking other sources to resolve issues, such as Council Tax, post code databases, Electoral Commission guidance, online help and Team resources to ensure remain within legislative and other requirements, but working in conjunction with other team members to ensure consistency of approach and to keep abreast of issues and good practice. To refer unprecedented issues to the Electoral Services Manager or where the issues are beyond the technical knowledge of the postholder.	registration including eligibility rules, how to apply to be registered, the publication and maintenance of the register of electors, the annual canvass, provisions for absent voting, the supply of the register. • Application of practical and/or procedural knowledge and theoretical aspects of the conduct of elections including the types of elections, key dates in the election timetable, who is eligible to be a candidate, the nomination process, the verification and count and ability to produce an outline elections timetable showing the main statutory. • Has the required knowledge to conduct a site visit with a senior manager to ascertain the viability of a polling station, including the requirements of the Disability Discrimination Act. • Has an awareness of the Our Values and Behaviours and priorities and the impact of the role and team in enabling the council to effectively meet its priorities • Demonstrable understanding of health & safety issues in relation to the work undertaken by the team, canvassers and polling station staff and application of these in the day to day running of the team, annual canvass and election activities. • Demonstrable understanding of how GDPR relates to sharing of information from the open and full registers, requests to be removed from the register of electors, Subject Access Requests, Freedom of Information requests and the right to be forgotten	guidance and support and offering support to rest of team to raise awareness of such guidance and support to be used in daily operations. • Good procedural knowledge about the conduct of elections to be able to explain the different types of elections, eligibility to vote and stand as a candidate, key dates in the election timetable and the process for verification and the count. • Know most of the key pieces of legislation and where to find them for reference purposes and interpret & explain them to members of the public. •	• Demonstrable experience of creating an accurate and comprehensive polling scheme in the EMS for use at an election.
	<u>Experience</u> 3 years' experience in an electoral services post <u>Experience of:</u> • Using project planning techniques and principles to plan, implement and monitor work tasks such as the Postal Vote identifiers refresh, post-election Postal Vote rejection exercise or other activities. • Using literacy, numeracy, ICT skills and an eye for details, to produce spreadsheets with formulae, input accurate details onto a database, write emails, letters and PowerPoint presentations, undertaking accurate	<u>Experience</u> <u>Minimum of two years in post with consistent performance at Level A or 4 years' experience in an equivalent role.</u> <u>Experience of:</u> • Assisting the manager in producing a draft project plan for an election with statutory and other key dates including staff appointment and training, possible dates for producing poll card and absent vote data and their despatch, and dates for receipt, determination & publication of lists of election alterations • Producing a draft project plan for an annual canvass including dates for various stages of the	<u>Experience</u> <u>Minimum of 2 years in post at Level B with consistent performance or 5 years' experience in an equivalent role.</u> <u>Experience of:</u> • Assisting the manager in producing a draft risk register for an election or an annual canvass and understanding of the weighting of impact and likelihood. • Pro-actively suggest ways of improving the information, support, guidance and advice provided to polling station staff and canvassers • Pro-actively encourages team members to use Electoral Commission, AEA and other key

	calculations, and proof-reading data and other documents - Using electoral registration and election software for the production and maintenance of the register of electors, alterations lists, maintenance of absent voting records, the conduct of the annual canvass, maintenance of records for electors required to submit declarations and planning and conduct of elections and the ability to train colleagues on EMS software - Suggesting initiatives to raise levels of over registration and turnout amongst groups of the electorate that are traditionally under-registered and/or tend not to vote. - Experience of conducting a site visit with a senior manager to ascertain the viability of a polling station, including the requirements of the Disability Discrimination Act - Giving advice and information about electoral registration, absent voting and elections, to Councillors, candidates and their agents. Giving advice to canvassers about conducting household visits, resolving technical issues with tablet devices or issues about the location of properties. Dealing with election staff on technical issues about the conduct of the election - Bringing forward useful ideas and suggestions to help own role, the Team, or customers - Being politically sensitive, aware of the political issues within the Council and nationally, whilst maintaining impartiality, and use awareness when dealing with Councillors, candidates and agents - Working collaboratively with other team members to ensure consistency of approach and to keep abreast of issues and good practice. - Demonstrates through experience a commitment to equality and diversity, accepting differences and treating everyone fairly (other staff and members of the public).	canvass as SES required by legislation, possible dates for production of data and despatch of documents, dates for appointment and training of canvassers and collation of equipment. - Deputising for the manager in providing advice to prospective candidates and/or election agents about the nomination process, undertaking an informal check on nomination papers. - Assessing, checking and inputting Live candidate nomination papers onto EMS, raising queries with ESM or HoEMS. - Taking the lead, including supervising the work of other team members, on at least one election activity such as booking polling stations, allocation and appointment of election staff, the identification, purchase and collation of election materials including ballot boxes, the arrangements for the checking in of ballot boxes at count venue and verification of unused ballot boxes, arrangements for the transportation of election equipment from storage to polling stations, count venue and postal vote opening venue and return. - Supporting the manager in conducting a site visit independently to ascertain the viability of a polling station, including the requirements of the Disability Discrimination Act and Electoral Commission good practice - Supporting the manager in developing plans and assisting in the implementation of initiatives aimed at raising levels of voter registration and turnout. - Writing and effectively delivering training to canvassers and/or election staff and answering queries during and after training sessions - Providing support to other team members to develop political sensitivity when dealing with Councillors, candidates and agents - Applying the principles and practical implementation of the Our Values and Behaviours and priorities to all the duties and activities of the role and that of the Team - Applying principles of equality and diversity to all the duties and activities of the role and that of the Team.	documents for reference purposes so they can deal with issues independently where necessary - Submitting options regarding the use of existing polling stations or options regarding alternative polling stations taking into account the requirements of the Disability Discrimination Act and Electoral Commission good practice - Supporting the manager in planning and implementing initiatives aimed at raising levels of voter registration and turnout once agreed by senior managers. - Developing and delivering training exercises for canvassers or election staff to refresh or teach new skills or knowledge - Encouraging team members to give their ideas about how things could be done and acting on these ideas wherever possible.
	<u>Skills</u> <u>Demonstrates the ability to:</u> use knowledge, judgement, analysis and creativity to interpret the complex and varied electoral registration and election rules, regulations and information to solve problems or develop solutions	<u>Skills</u> <u>Demonstrates the ability to:</u> - support the manager in writing and effectively delivering training to canvassers and election staff. - be able to resolve difficult, complex and sometimes confrontational situations, imposing	<u>Skills</u> <u>Demonstrates the ability to:</u> - effectively and accurately completing a boundary review using the EMS software. - proactively encourage team members to take responsibility for their well-being and for them to collaborate within the team.

	• use well developed written and oral communication skills to effectively present complex & sensitive information in an understandable way using tact, sensitivity and impartiality to a range of audiences including other staff, customers, Councillors, candidates and their agents, election staff and canvassers. • confidently plan own and teams' priorities once set by the ESM, overseeing the activities of the team to ensure assessment and inputting is done accurately and backlogs are avoided, and statutory deadlines are met. • make frequent decisions on the most appropriate course of action undertaking own research in relevant places where necessary without ready access to the ESM except for advice on policy or resource issues. • provide guidance, advice and support or training to canvassers and election staff • work on own initiative for the majority of their time, while analysing incoming applications to register, absent votes, Voter Authority Certificates and overseas registrations, and making decisions on eligibility, checking other sources to resolve issues, such as Council Tax, post code databases, Electoral Commission guidance, online help and Team resources to ensure remain within legislative and other requirements, to refer unprecedented issues to the Senior Electoral Services Manager or where the issues are beyond your technical knowledge. • provide guidance, advice and support to temporary staff assigned to the team during peak workloads, including showing them how to use software and supervising their progress and dealing with queries to resolve issues. To maintain oversight of personal canvassers, checking their progress on household visits. To give technical advice to polling station staff to resolve issues on polling day. • give advice and information about electoral registration, absent voting and elections, to Councillors, candidates and their agents. Giving advice to canvassers about conducting household visits, resolving technical issues with tablet devices or issues about the location of properties. • contribute to the working of the team by making recommendations on practices that	requirements on unreceptive customers without access to more senior officers. • be pro-active in identifying ways to improve efficiency and effectiveness across all the Teams' activities and demonstrably able to be flexible to changes in work, deadlines and requirements • pro-actively make successful suggestions about the annual canvass for the improvement of response rates, effectiveness of the personal canvass or fee structure • effectively and efficiently undertake electronic data matching to improve the accuracy of the property database • cope well under extreme pressure and difficult situations, remaining calm, respectful, taking responsibility for own well-being and providing support and encouragement to other team members. • be pro-active in identifying ways to successfully improve efficiency and effectiveness in relation to one of more of the main election activities • undertake tasks such as the collation of materials for use by polling station staff and canvassers in a safe way and providing guidance to election staff and canvassers while undertaking their duties to ensure they are safe and well. • evidence the application of the principles of GDPR in relation to the sharing of information from the open and full registers, requests to be removed from the register of electors, Subject Access Requests, Freedom of Information requests and requests to be forgotten • dealing with more complex issues such as non-payment of invoices or queries from suppliers about outstanding balances, set up or amend suppliers on the Integra system, liaise with suppliers and the Exchequer Team and Cashiers and interrogate the Integra financial system to resolve issues. • be pro-active in identifying ways to successfully improve the efficiency and effectiveness of the team.	• be a role model for the Team on the application of GDPR to the work of the Team and of providing training, support and guidance to other team members on this. • engage with and encourage all Team members to apply the principles and practical implementation of the Our Values and Behaviours and priorities to all the duties and activities of their role and that of the Team. • engage with and encourage all Team members to apply the principles of equality and diversity to all the duties and activities of their role and that of the Team.
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	improve service delivery or ensure compliance with legislation or good practice • ensure the accurate and timely maintenance and upkeep of the EMS software including decisions on allocation of properties to polling districts and oversight of allocation of UPRN’s • work within recognised procedures which leave some room for initiative, responding independently to unexpected problems and situations and only referring to ESM for unusual or difficult problems. • deal with considerable levels of work-related pressure, from strict, statutory deadlines, interruptions, conflicting demands, changes to requirements or work arrangements or undertaking routine work for extended periods of time, remaining calm, respectful, taking responsibility for own well-being and providing support and encouragement to other team members. • take the lead on one or more election activities efficiently and effectively, such as booking polling stations, allocation and appointment of election staff, the identification, purchase and collation of election materials including ballot boxes, the arrangements for the checking in of ballot boxes at count venue and verification of unused ballot boxes, arrangements for the transportation of election equipment from storage to polling stations, count venue and postal vote opening venue and return. • pro-actively undertake direct responsibility for the supervision, co-ordination and delivery of comprehensive training of team members, temporary staff, personal canvassers and election staff, allocating work, providing direction, guidance, advice, support and monitoring progress; • handle cash, process cheques and other payments, invoices or raise purchase orders.		
Electoral Services Manager (ESM) Range 7			
Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Please see role profile for full details of the main duties. Summary of duties:	Required for this level	In addition to level A	In addition to levels A and B
	Qualifications	Qualifications	Qualifications

Manage the Council’s Electoral Services function as deputy to the Head of Elections & Member Services and on behalf of the Electoral Registration Officer and Returning Officer, including providing support to the rest of the team on complex technical and politically sensitive issues as they arise, allocating and directing work, recruiting, supervising and training staff. To provide high quality, impartial advice, support and guidance to the public, candidates and agents, the Head of Elections & Member Services, Electoral Registration Officer and Returning Officer on complex electoral registration and elections issues, using own technical knowledge, national guidance and good practice undertaking research, evaluation and analysis to formulate an outcome. To develop and implement strategies for the successful completion of the annual canvass meeting the functions’ objectives of maximising a complete and accurate register of electors, in particular increasing registration rates amongst groups least likely to register and vote. To develop and maintain a strong strategic project management approach to the various activities of the team and pro-actively keep abreast of good and innovative practice to ensure the teams’ success.	- Working towards the Association of Electoral Administrators Diploma or Certificate in Electoral Administration, or - Hold a relevant academic (Level 5 or equivalent), professional or management qualification, in Public Administration, Law, Political Science, or a related field.	Hold the Association of Electoral Administrators Diploma or Certificate in Electoral Administration	
	<u>Knowledge Demonstrates:</u> - A thorough, detailed and high-level knowledge and understanding of the current extensive electoral legislative framework and good practice, and applying such knowledge and understanding, including a clear understanding of matters relating to boundaries. - A detailed understanding of the requirements of Data Protection and relevant employment and health & safety legislation, and their impact on the management of electoral services.	<u>Knowledge Demonstrates:</u> - Professional and pro-active level of curiosity and learning to keep abreast of Electoral Commission, AEA guidance and support. - Knowledge and understanding of good and emerging practice at other local authorities.	<u>Knowledge Demonstrates:</u> - Due to the breadth and depth of knowledge held you are respected widely as the council’s expert on elections and electoral registration. - Pro-actively identifies further training and development for self-improvement and continued professional development.
	<u>Experience</u> - A minimum of 5 years’ experience in electoral services and elections in a similar capacity to this post and in an authority of a similar size and type to Medway. Demonstrates experience of: - managing the complete process for the registration of electors, including the annual canvass, on-going maintenance of the Register, reviews and objections and annual declarations as well as the absent voting processes - using electoral administration software and databases and the maintenance of the property database for the planning and conduct of elections, the production and maintenance of the register of electors and boundary reviews amongst other uses - successful record in the planning and organisation of all aspects of elections, including: - District, Parish, Parliamentary, Police and Crime Commissioner elections and referenda - the development of comprehensive project plans, risk registers,	<u>Experience</u> - A minimum of 6 years’ experience in electoral services and elections in a similar capacity to this post and in an authority of a similar size and type to Medway. Demonstrates experience of: - pro-actively contributing to the enhancement and development of innovative changes to the annual canvass, maintenance of the Register, reviews and objections, annual declarations or absent voting processes. - providing guidance, support and training to members of the Team on all aspects of the electoral administration software. - managing one of the main activities relating to the conduct of elections, such as: - the opening of postal vote process, - the count, - the nomination process including acting as first point of contact for candidates and agents - developing and delivering briefings for candidates and agents. - pro-actively contributing to the enhancement and development of existing procedures and processes,	<u>Experience</u> - A minimum of 7 years’ experience in electoral services and elections in a similar capacity to this post and in an authority of a similar size and type to Medway. At this level you will have experience of being a subject matter expert relied upon to provide authoritative insight, guidance, or decisions relating to elections. You will be able demonstrate a strong track record of leadership, technical expertise, and continuous improvement in electoral services. This would include experience of: - leading the successful delivery of different types of election such as Parliamentary, local, and Police and Crime Commissioner elections, ensuring full compliance with statutory deadlines and Electoral Commission standards. - managing the annual canvass, including the implementation of targeted engagement strategies to improve registration rates. - advising senior leadership, including the Chief Executive (as Returning Officer) and elected members, on electoral law, operational planning, and risk management. - developing and implementing strategic initiatives, such as local voter engagement plans and formal

	○ assessing nomination papers, dealing with prospective and actual candidates and agents, ○ liaison with print and other suppliers, ○ developing & delivering training to polling station staff. • effectively managing professional and administrative staff, including prioritisation and allocation of work, provision of guidance and support, training and conduct of performance appraisals. • advising impartially a wide range of stakeholders on the application of the electoral statutory and regulatory frameworks, creating confidence and being persuasive. • using project management techniques for the delivery of time-driven projects including, for example, the annual canvass, postal vote identifier refresh, and postal vote identifier rejection letters. • local government political structures and the role of members as well as an understanding of the role of other organisations involved in the conduct of electoral registration and elections and the development of good practice.	including the design of project monitoring documentation. • translating knowledge of good and emerging practice to be accessible to supporting and working collaboratively with the rest of the team to raise awareness of such guidance, support and good practice to be used in daily operations. • being politically sensitive, aware of the political issues within the council and nationally, whilst maintaining impartiality, and use awareness when dealing with Councillors, candidates and agents. • applying the principles and practical implementation of the Our Values and Behaviours and priorities to all the duties and activities of the role and that of the Team. • applying equality and diversity, identifying service strategies to deliver equitable and fair services for users and employees, challenging discriminatory practices and actively managing and promoting diversity.	responses to national consultations on electoral reform. • authoring internal guidance and representing the council at regional forums, sharing best practices and legislative updates. • driving innovation, such as digital canvassing tools, improved postal vote workflows, and accessibility initiatives for voters with additional needs. • maintaining high standards of compliance, evidenced by positive audit outcomes, Electoral Commission performance ratings, and stakeholder feedback.
	<u>Skills</u> Ability to: • analyse and interpret the varied and highly complex electoral legislation, statutory timetables, procedures and policies as well as Data Protection, relevant employment and Health & Safety legislation and develop solutions and/or strategies to resolve difficult problems and issues • develop constructive and innovative responses to new legislative requirements or emerging good practice that have significant service implications • use highly developed communication skills with the ability to effectively and persuasively present complex and/or sensitive information relating to electoral registration, elections, boundary reviews for example, in an understandable way, using a variety of methods across a range of audiences including members of the public, Councillors, candidates and their agents as well as election staff, senior officers and other council staff	<u>Skills</u> Ability to: • develop an innovative response to a service or policy • keep abreast of Electoral Commission, AEA guidance and support, and good and emerging practice at other local authorities and incorporating these as appropriate into recommendations for change at Medway • exercise very highly developed influencing, counselling, negotiating and persuasive skills, or advocacy, to convince others to adopt policies, strategies and courses of action they might not otherwise wish to take • use discretion effectively and appropriately to develop effective, pragmatic solutions which balance the needs of the service with legal/policy requirements, and where action involving a calculated risk is justifiable • applying the skills to undertake and co-ordinate data matching exercises and the use GIS systems for mapping • consider different leadership styles, their strengths and weaknesses and when each may be adopted to deal with complex situations or issues • support colleagues in stressful situations by identifying the warning signs of stress, stress management,	<u>Skills</u> Ability to: • manage stakeholder expectations and communicate effectively when making plans or dealing with organisational change • develop creative ways of using and sharing information more effectively by organising the use of IT • successfully use different leadership styles to deal with a series of situations or issues • take a positive approach to building trust with all members of the Team • take the lead on security and information governance for the service • develop a high performing, motivated team capable of meeting key service objectives • initiate collaborative working with other Teams within Medway Council and externally, to assist with the development of innovative ideas for the service

	• confidently work independently within clear guidelines dealing with unexpected problems and situations and work outside of procedures where there is some scope, selecting the most appropriate course of action and making decisions or making reasoned recommendation, only referring to the HoEMS where necessary or outside your technical knowledge • utilise a high level of IT competence, including the use of Microsoft products, produce spreadsheets with formulae, PowerPoint presentations. • build sound and productive working relationships with colleagues, partners and staff groups • deal with very high levels of work-related pressure, for example from strict, statutory deadlines, interruptions or conflicting demands, remaining calm and respectful • take responsibility for own well-being and providing support and encouragement to other team members as a good role model • plan and organise own and others work methodically, effectively and to meet changing, competing and tight statutory deadlines, maintaining high levels of quality and accuracy • undertake direct responsibility for the line management of a team, providing direction, empowering people to achieve objectives, providing advice, guidance and feedback, dealing with poor performance, encouraging ideas and undertaking performance development • undertake accessibility audits of polling stations, producing risk assessments for electoral services activities, including the annual canvass and elections taking into account the well-being of individuals or groups of people, aiming to provide satisfaction to voters, election and canvass staff and the core team • apply the concepts of finance and budgeting, and ability to undertake accounting for the costs associated with the annual canvass and conduct of elections in particular and monitoring budgets and forecasting year end expenditure • consider and mitigate health & safety issues in relation to the work undertaken by the team, canvassers and polling station staff and application of these in the day to day running of the team, annual canvass and election activities	undertaking stress risk assessments, coping mechanisms and support • ensure that development plans are in place for all members of the team and of promoting development in others, giving regular constructive feedback on individual performance to motivate and ensure productivity • take the lead on a Polling District and Polling Place Review including developing a timetable, identifying key issues, developing options, convening and advising the member-level Working Group, producing the report to Full Council with the Working Groups; recommendations and undertaking all follow-up work • develop realistic budgets in line with the service plan and monitoring using the council's finance system • put the health, safety and well-being of the members of the Team, canvass and election staff at the forefront of service plans and objectives • develop a Privacy Policy, retention scheme and data audit for the activities of the Team as required by the Council's Information Governance Manager • encourage staff and the Team to put forward ideas for improvements to ways of working and acting on these where possible • build team spirit and involve employees in setting team objectives in line with corporate objectives and Our Values and Behaviours	
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	• apply how GDPR relates to sharing of information from the open and full registers, requests to be removed from the register of electors, Subject Access Requests, Freedom of Information requests and the right to be forgotten. Taking the lead on responding to FOI requests allocated to the service • to work collaboratively with other team members to ensure consistency of approach and to keep abreast of issues and good practice • demonstrate how equality and diversity relates to service strategies to deliver equitable and fair services for users and employees, challenging discriminatory practices and actively managing and promoting diversity.		
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