

Job Description

Job title	Senior Electoral Services Officer
Directorate	BUSINESS : Business Support
Division	Legal & Governance
Range	MPR 4
Reports to	Electoral Services Manager

Main purpose of the job:

< To assist with the co-ordination and implementation of the annual audit

To be responsible for the maintenance and upkeep of the property database on which the electoral register is based

To assist with supporting the day-to-day work of electoral registration in the team

To co-ordinate the on-going maintenance of the Register during the year

To be responsible for specific activities in the planning and conduct of elections and referenda

To provide impartial advice on elections and electoral registration and election matters to members of the public, Councillors, candidates and their agents

To proactively suggest, and then assist with the planning and implementation of, initiatives to raise levels of voter registration and turnout

To occasionally deputise for the Electoral Services Manager

To participate in the review of electoral arrangements, including boundary reviews

and reviews of polling districts and polling places

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

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.

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To be responsible for the maintenance and upkeep of the property database on which the electoral register is based, including decisions on allocation to polling districts and oversight of allocation of UPRN's, inputting new properties for example.

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, 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 co-ordinate the on-going maintenance of the Register during the year, including data mining and data matching exercises.

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 provide impartial advice on elections and electoral registration and election matters to members of 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 proactively suggest, and then assist with the planning and implementation of, initiatives to raise levels of voter registration and turnout.

To deputise for the Electoral Services Manager.

To participate in the review of electoral arrangements, including boundary reviews and reviews of polling districts and polling places.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

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To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the <Electoral Services Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- <5 GCSE's at grade 4-9 (or equivalent) including English and Maths
- Working towards the Association of Electoral Administrators (AEA) Foundation Module or Certificate in Electoral Administration, and 4 years in an electoral services post

Level B (in addition to level A criteria)

< Completion of the AEA Foundation Module or AEA Certificate in Electoral Administration or 5 years in this or similar post >

Level C (in addition to levels A and B)

- < Completion of the AEA Certificate in Electoral Administration or 6 years in this or similar post
- Pro-actively identifies further training and development for self-improvement

Knowledge

Level A

- <Knowledge and application of practical, procedural and theoretical aspects of electoral registration and the conduct of elections
- Knowledge of health & safety issues in relation to the work undertaken by the team, canvassers and polling station staff
- Knowledge and understanding of GDPR, Subject Access Requests, Freedom of Information requests and the right to be forgotten >

Level B (in addition to level A criteria)

- <Professional and pro-active level of curiosity to keep abreast of Electoral Commission and AEA guidance and support, and experience of offering support to rest of team to raise awareness of such guidance and support to be used in daily operations
- In-depth procedural knowledge about the conduct of elections
- Knowledge of key pieces of legislation and where to find them for reference purposes, interpreting & explaining them to members of the public>

Level C (in addition to levels A and B)

< Knowledge of creating an accurate and comprehensive polling scheme in the EMS for use at an election

Experience

Level A

- Experience of using project planning techniques
- Experience of using literacy, numeracy, ICT skills and an eye for details, to produce accurate documentation
- Experience of using electoral registration and election software to train colleagues on all areas of the EMS software

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- Experience of conducting site visits with senior managers to ascertain the viability of a polling station, including the requirements of the Disability Discrimination Act
- Experience of 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 providing guidance, advice and support to staff, supervising their progress and dealing with queries to resolve issues.
- Experience of maintaining oversight of personal canvassers, checking their progress on household visits. To give technical advice to polling station staff to resolve issues on polling day.
- Experience of giving advice to canvassers about conducting household visits, resolving technical issues with tablet devices or issues about the location of properties.
- Experience of giving advice and information about electoral registration, absent voting and elections, to Councillors, candidates and their agents.
- Experience of taking the lead on one or more election activities efficiently and effectively
- Experience of undertaking direct responsibility for the direction, 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
- Experience of handling cash and interrogating the Integra financial system to resolve issues
- Experience of giving advice and information about electoral registration, absent voting and elections, to Councillors, candidates, agents and canvassers
- Experience of bringing forward useful ideas and suggestions to help own role, the Team, or customers
- Experience of 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
- Experience of working collaboratively with other team members to ensure consistency whilst keeping abreast of issues and good practice
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Level B (in addition to level A criteria)

- Experience of producing project plans for an election with statutory and other key dates
- Experience of producing project plans for an annual canvass
- Experience of providing advice to prospective candidates and/or election agents about the nomination process, undertaking an informal check on nomination papers
- Experience of assessing, checking and inputting Live candidate nomination papers onto the electoral management software EMS, raising queries with Electoral Services Manager (ESM)
- Experience of providing guidance and support on most topics to polling station staff and canvassers to resolve issues leading up to and on polling day
- Experience of supervising the work of other team members, on at least one election activity
- Experience of 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
- Experience of developing plans and assisting in the implementation of initiatives aimed at raising levels of voter registration and turnout.
- Experience of writing and effectively delivering training to canvassers and election staff and answering queries during and after training sessions
- Experience of pro-actively making successful suggestions about the annual canvass for the improvement of response rates, effectiveness of the personal canvass or fee structure
- Experience of effectively and efficiently undertaking electronic data matching to improve the accuracy of the property database

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- 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.
- Experience of providing support to other team members to develop political sensitivity when dealing with Councillors, candidates and agents

Level C (in addition to levels A and B)

- < Experience of producing a draft risk register for an election or an annual canvass, and understanding of the weighting of impact and likelihood
- Experience of pro-actively suggest ways of improving the information, support, guidance and advice provided to polling station staff and canvassers
- Experience of pro-actively encouraging team members to use Electoral Commission, AEA and other key documents for reference purposes so they can deal with issues independently where necessary
- Experience of 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
- Experience of critically assessing initiatives aimed at raising levels of voter registration and turnout once agreed by senior managers
- Experience of approving and delivering training exercises for canvassers or election staff to refresh or teach new skills or knowledge
- Experience of encouraging team members to give their ideas about how things could be done and acting on these ideas wherever possible
- Experience of effectively and accurately completing a boundary review using the EMS software
- Experience of being 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

Skills

Level A

- < Ability to interpret complex and varied electoral registration and election rules, regulations and information to solve problems or develop solutions
- Ability to 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.
- Ability to 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.
- Ability to 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.
- Ability to provide guidance, advice and support or training to canvassers and election staff
- Ability to work on own initiative for the majority of their time
- Ability to 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 Unique Property Reference Numbers (UPRN)'s
- Ability to 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

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- Ability to deal with considerable levels of work-related pressure, whilst taking responsibility for own well-being and providing support and encouragement to other team members

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Level B (in addition to level A criteria)

- < Ability to resolve difficult, complex and sometimes confrontational situations, imposing requirements on unreceptive customers without access to more senior officers
- 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-active in identifying ways to successfully improve efficiency and effectiveness in relation to one of more of the main election activities
- Ability to 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
- Demonstrable experience of dealing with more complex issues such as non-payment of invoices or queries from suppliers about outstanding balances>

Level C (in addition to levels A and B)

- Pro-active in encouraging team members to take responsibility for their well-being and for them to collaborate within the team
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- Ability to support colleagues in prioritising their work loads
- Confidence to challenge inappropriate conduct/ behaviour of colleagues to build and maintain professional relationships within the team and key internal stakeholders
- Confidence to raise concerns on the interpretation of law, best practice with more senior colleagues