



## Role Profile

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| <b>Job Title:</b><br>Electoral Services Assistant  | <b>Role Profile Number:</b><br>AO8065                   |
| <b>Grade:</b> L<br><b>Salary:</b> £20,206          | <b>Date Prepared:</b><br>December 2021                  |
| <b>Directorate/Group:</b><br>Operations & Enabling | <b>Reporting to:</b><br>Head of Elections and Democracy |

### Job Purpose

- To provide administrative and clerical support to the Elections Team in all aspects of work relating to elections and electoral registration
- To administer and manage the Register of Electors under IER
- To assist the Head of Elections and Democracy in the arrangements for all national and local elections
- To be responsible for and manage the appointments and day to day instruction to all temporary polling staff employed on polling day

### Key Accountabilities

- Provide administrative and clerical support to the Elections Team
- Maintain and update the Electoral Register to ensure statutory compliance
- Undertake tasks concerned with the preparation and publication of the Electoral Register including the distribution of the register and monthly updates to elected members and statutory bodies
- Assist in the maintenance of the Absent Voters records and other special category electors including determining registration applications, processing absent vote applications and publication of lists
- To provide support to the Elections Team in the preparation and administration of all types of Election and referendums
- Responsible for the appointment and day to day instruction/supervision of all polling station staff which requires detailed knowledge of the electoral software and staffing applications
- Deal with enquiries from Councillors, members of the public and officers relating to elections and electoral registration and election queries
- Assist the Head of Elections & Democracy/Senior Electoral Services Officer with the delivery of training for election and canvassing staff
- Supporting the team with various projects and new legislative proposals such as polling station reviews, voter ID and votes for life

- To understand the confidentiality of data held and be able to determine who has access to this data

### **Supplementary Accountabilities**

- To ensure working practices and procedures are implemented in accordance with the provisions of the Representation of the People Act 1983, Data Protection Act 2018 and the Freedom of Information Act 2000
- To maintain knowledge and understanding of relevant legislation and good practice, utilising guidance offered by the Electoral Commission and Association of Electoral Administrators

### **Knowledge & Experience**

- Experience of working in an office environment. Good working knowledge of office procedures
- Polite, calm and confident telephone manner
- Excellent written and verbal communication skills
- Good organisation, presentation and interpersonal skills especially face to face communication with the public
- Excellent IT skills with knowledge of Microsoft systems and ability to learn new systems quickly
- Ability to work under pressure and manage own workload in order to meet deadlines
- Excellent attention to detail and accurate recording of information
- Willingness to undertake the Foundation Course in Electoral Administration and work towards the Certificate level qualification
- An interest in democracy and the electoral process

### **Qualifications**

- Minimum of 5 GCSEs (Grade 9 - 4 or equivalent) including English and Maths or two years demonstrable office experience
- Possession of a driving licence is preferable

### **Decision Making**

- The post holder will have responsibility for the determination of applications for processing including absent vote and registration applications. The determination of such applications must be in accordance with election law
- The post holder will have responsibility for decisions relating to the appointment, allocation and training of polling staff
- The post holder will be the first point of call for electoral service queries by phone and email which will require rapidly learning the key legislation surrounding elections and electoral registration
- The post holder will be required to manage their own workload in terms of meeting deadlines

### **Creativity and Innovation**

- Contribution to team ideas for improved ways of working and evaluations of major projects
- An understanding of word based computer systems to enable the constant review of letters and documents on the electoral management software

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| <p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Temporary staff at both election and canvass times</li> </ul> | <p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p> | <p>No</p> <p>Responsible for day to day supervision of up to 400 polling staff at election time</p> <p>Laptop and other equipment as may be issued by SBC</p> |
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### **Contacts and Relationships**

- Email, telephone and face-to-face communication with the public, councillors, MP's and government officials
- Written communication in the form of emails and letters
- Evaluation of data produced by the election software system
- Contact with internal/external staff, suppliers etc.

### **Other Key Features of the role**

Requirement to work outside normal office hours to include late nights, weekends and bank holidays during peak periods, particularly at major local and national polls for which overtime will be paid.

The post requires some physical activities such as moving, carrying and sorting polling equipment.

Restrictions on leave in the lead up to an election.

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| <b>Employee Signature:</b>      | <b>Print Name:</b> |
| <b>Date:</b>                    |                    |
| <b>Line Managers Signature:</b> | <b>Print Name:</b> |
| <b>Date:</b>                    |                    |

## Appendix One: Structure Chart

