

Electoral Officer: Grade 8

Electoral Services is a front line service, responsible for compiling and maintaining an accurate register of all eligible electors in the area; implementing statutory procedures surrounding the registration of electors and absent voters along with the administration of free and fair elections and referendums. Electoral administration operates within a highly complex and technical environment, working in accordance with complex, fragmented legislation, statutory deadlines and to directions as set by the Electoral Commission and/or regional leads.

The work of the service is performance managed and/or scrutinised by the Electoral Commission and the Cabinet Office. Electoral Services work together with neighbouring authorities to deliver regional electoral events.

The role offers the challenge of a varied and interesting workload; the service supports different groups of customers ranging from members of the public, political representatives, candidates, agents, elected councillors, members of parliament, the Cabinet Office, the Electoral Commission and a range of other external organisations.

This role is based within The Governance Service.

The Job

You will be responsible for the provision of an effective, flexible and responsive technical, advisory and administrative support service through a range of duties including:

- Provision of technical and professional advice to support the maintenance and development of electoral registration.
- Administration of complex and specialist registration processes, including determination of applications.
- Effective delivery of the annual canvass in accordance with legislative requirements of Individual Electoral Registration.
- Administrative support associated with all elections, referendums and ballots (e.g. national and neighbourhood planning referendums and BID ballots) in accordance with legislation and statutory deadlines.
- Candidates seeking election are supported through provision of timely and accurate information and appropriate advice to enable them to stand for election.
- Political representatives receive appropriate technical advice and information to carry out their roles effectively.
- Information and records management of large volumes of personal and sensitive data, in accordance with relevant legislation, and in accordance with the Council's information governance framework.
- Responding to a range of complex enquiries, complaints and challenges in a timely and professional manner.
- Administration of invoices, cheques, cash handling, direct debits, etc. Liaising with suppliers and services in connection with the purchasing and delivery of supplies
- Research and collation of information in support of the delivery of large scale projects.
- Support to formal reviews, for example boundary (district and parliamentary) reviews.
- Development and maintenance of measures to continuously improve our service.
- The work is governed by strict legislative and sometimes conflicting timetables which at times will mean working additional hours, including occasional unsocial hours, weekends and some bank holidays, particularly during election periods.

Job Checklist

On behalf of the Electoral Registration Officer and (Acting) (Local) Returning Officer:

- Customers and stakeholders are supported and advised through the provision of accurate information and technical advice in accordance with legislation.
- On-going maintenance and annual publication of an accurate and complete electoral register. Citizens are encouraged and supported and opportunities identified to maximise registration.
- Candidates, Election Agents and elected representatives receive appropriate, timely information and support to enable access and participation to the democratic process.
- Delivery of electoral events in accordance with legislation through timely and responsive administrative support to the planning and delivery of electoral events, work is planned and delivered to meet targets, standards within statutory deadlines.
- Financial information is administered accurately and effectively in accordance with Council procedures and regulations.
- Use of bespoke computerised systems to assess, determine and process registration applications, carry out calculations and input/extract information accurately and within deadlines, including the provision of accurate and statistical management information.
- Confidential, personal and sensitive information is processed appropriately and in accordance with legislation and the council's information governance framework.
- Working proactively and effectively as a member of a team to achieve team and service objectives, offering support and assistance to colleagues as required.

Please click [here](#) to see your responsibilities related to safeguarding 

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

A flexible, adaptable and proactive approach will ensure that you are able to meet the varied and demanding working arrangements and deadlines.

Highly organised, you will have the ability to work on your own and as part of a team. Having a positive approach, you will be receptive to make changes to improve working practices.

You will have a professional, friendly and polite manner to engage effectively with a wide range of customers and stakeholders from both inside and outside the Council.

You will have the specialist and technical knowledge to be able to determine registration and absent vote applications, support electoral events and provide specialist advice to a range of customers and stakeholders.

You will have the ability to analyse routine statistical information and be able to produce management information as required, including providing research and support for projects.

Your interpersonal skills and knowledge will allow you to build and maintain effective working relationships with all stakeholders, including, candidates, councillors, suppliers and senior officers.

In this role you will be supported to gain new skills and experience to equip you to develop in your role or to progress within the Service.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at level 1. [Click here to find out more](#)

Person Checklist

- Knowledge of applications and systems such as Microsoft Office and knowledge of bespoke Electoral Management service system(s).
- Experience of working in electoral administration.
- Knowledge of legislation governing electoral administration (election and registration).
- Understanding of election and registration processes.
- Literacy skills to be able to produce complex and specialist documentation.
- Numeracy skills to be able to produce statistical information calculate payments and deal with financial information.
- Certificate in Business and Administration NVQ 3/4 or able to demonstrate equivalent skills.
- Demonstrate excellent customer service at all times.
- Have a flexible and adaptable approach, the ability to work on own initiative and as part of a team.
- Able to travel to meetings at different work locations if required.
- Requirement to undertake the AEA Foundation Course in Electoral Administration
- Willingness to study for the AEA Certificate Course in Electoral Administration.
- It is compulsory and a requirement that the post holder works additional and extended hours, including evenings, weekends, Bank Holidays, Election day/night and Count day/night, as directed and as the service demands.
- From the Notice of Election up until the election process is concluded, annual leave can only be granted in exceptional cases.
- Accepts that a DBS check will be required

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to... **PLEASE COMPLETE**