Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:** Electoral Support Assistant | | | **Director/Service: Elections** | | **Office Use** |
| **Band: Band 3** | | | **Sector** | | JE ref: 3218  HRMS ref: |
| **Responsible to:** Service Manager – Elections | | | **Date: May 2018** | **Lead & Man Induction:** |
| **Job Purpose:** Provide general support to senior colleagues and service clients by undertaking a range of clerical and administrative tasks. | | | | | |
| **Resources** | Staff | None | | | |
| Finance | | Handling cheques, invoices and petty cash. | | | |
| Physical | | Dedicated use of elections software, careful use of PC and shared responsibility for other office equipment provided. Handling and processing large amounts of information. Ordering and stock control. Moving and transporting equipment and heavy documents at various times. | | | |
| Clients | | General dealings with electors on a daily basis. Dealing with customers who may be unhappy with electoral processes and or policy decisions. Dealing with Candidates at Elections to a minor degree. | | | |
| **Duties and key result areas**: Undertaken individually or as part of a team, these are examples of the nature and level of those expected to be undertaken by the post holder. The list is not exhaustive. The actual duties and proportion of time spent on them may vary between individual jobs.   1. Receive telephone calls, deal with customers, take messages and answer straightforward enquiries in compliance with the service’s customer care standards. 2. In accordance with service demands provide general office services such as photocopying, collation, fax, lamination, binding. 3. Act as a key operator for general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service. 4. Maintain large scale information systems such as Electoral Management Systems, Electoral Registration and Elections Systems which holds personal data for all residents of Northumberland County, keeping this data accurate, confidential and secure. 5. Maintain and analyse large amounts of complex data from bespoke software, such as the Electoral Registration and Managements systems. 6. Dealing with postal vote applications and proxy applications from the public, being aware of procedures to detect and prevent fraud. 7. Deal with incoming and outgoing post in accordance with established procedures, ensuring that cheques arriving or leaving by the postal system are dealt with according to financial procedures. 8. Respond to enquiries both verbally and by email, giving advice on electoral regulations. 9. Gather and enter data into spreadsheets, databases and other electronic information storage systems, extract and distribute information as directed. 10. Produce critical documentation using a range of office automation applications. 11. Use such electronic systems as provided to ensure the efficient and effective use of resources. 12. Other duties appropriate to the nature, level and grade of the post. | | | | | |
| **Work Arrangements** | | | | | |
| Physical requirements:  Transport requirements:  Working patterns: | | Activities normally undertaken in a seated position with some walking, bending or stretching and at various times need to lift and carry bulky and heavy items over sustained amount of time.  Occasional need to travel to other service locations to deliver to poll, attend training etc.  37 hours per week normally, but during peak times late working is the norm. Flexible working hours may apply if staff co-operate to provide cover. | | | |

Northumberland County Council

**PERSON SPECIFICATION**

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| **POST:** Electoral Support Assistant | **SERVICE:** Elections | **Ref:** | |
| **Essential** | **Desirable** | **Assess by** | |
| **Qualifications and Knowledge** | | | |
| The nature of the job demands a good general education demonstrating numeracy and literacy.  NVQ Level 2 or equivalent in a business related discipline.  A sound understanding of democratic process.  Knowledge of elections and electoral registration and use of dedicated electoral registration software and familiarity with requirements of electoral registration processes.  Understanding of data protection issues. |  | |  |
| **Experience** | | | |
| Experience of working in a busy customer service role.  Experience of handling customers personal details securely. |  | |  |
| **Skills and competencies** | | | |
| Literacy skills sufficient to read text and write straightforward sentences.  An understanding of spelling, grammar and punctuation.  Numeracy skills sufficient to undertake straightforward arithmetic functions.  An understanding of percentages and decimals.  Able to type and set out an e-mail or WP document quickly and accurately to clearly express relevant information.  Able to follow instructions and procedures without constant supervision.  Ability to form appropriate relationships quickly.  Works in a systematic and orderly manner. | Clean driving licence and use of a vehicle. | |  |
| **Physical, mental, emotional and environmental demands** | | | |
| Normally works in a seated position with some standing, walking, stretching or lifting. Late working is the norm in peak times.  Lifting and carrying of heavy documents and equipment.  Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands.  Contact with the public may result in some emotional demands.  Minimal exposure to disagreeable, unpleasant or hazardous conditions.  Be able to remain calm in busy periods and work to strict timetables. |  | |  |
| **Motivation** | | | |
| Reliable and keeps good time.  Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work.  Appropriately follows instructions to achieve set objectives and able to work independently according to defined objectives.  Works collaboratively to achieve team spirit.  Adapts to change by adopting a flexible and cooperative attitude. |  | |  |
| **Other** | | | |
| Must be prepared to work long and unsocial hours during election periods. |  | |  |

***Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits***