

**JOB DESCRIPTION**

<b>Post Title:</b> Senior Electoral Services Officer		<b>Director/Service/Sector</b> – Democratic Services		<b>Office Use</b>
<b>Band:</b> 8		<b>Workplace:</b> County Hall, Morpeth		<b>JE ref:</b>
<b>Responsible to:</b> Service Manager Elections		<b>Date:</b> May 2020	<b>Manager Level:</b>	HRMS ref:
<b>Job Purpose:</b> Updating the register of electors, assisting with the conduct of elections and referendums, and the preparation of documentation in connection with boundary and Community Governance reviews.				
<b>Resources</b>	Staff	Supervision of the work of election assistants and administrative assistants (including staff appraisals), recruitment, training and supervision of casual staff employed in elections and referendums and the update of the electoral register and special category electors.		
	Finance	Overseeing the handling of payments and raising orders or processing invoices in respect of electoral services. Preparing returns for the election claims unit in respect of government grant funded elections and referendums and finalising accounts to re-charge parish councils as required.		
	Physical	Use of dedicated election software systems, corporate information systems and maintenance of polling equipment.		
	Clients	Ensure that service users are supported in order to comply with legislative requirements		
<b>Duties and key result areas:</b>				
<div>1. Manage, supervise and appraise a team of election assistants with responsibility for the provision of electoral services, while acknowledging the rural or urban needs of Northumberland, as directed by the Service Manager Elections.</div> <div>2. Provide support to service users within the designated area on elections and electoral registration matters which meet the requirements of electoral law, official guidance and professional best practice.</div> <div>3. Maintenance of electoral registration information within the designated area, having regard for data protection, privacy and confidentiality rules, procedures and guidance.</div> <div>4. Deal with all aspects of the conduct of elections and referendums within the designated area, including liaising with suppliers, postal vote issue and receipt, nominations, counting of votes, candidate expenses, the preparation and reconciliation of election accounts and the retention and safe disposal of election documentation</div> <div>5. Promote and maintain integrity within the overall service by designing and following procedures, good practice and guidance to detect and prevent electoral fraud.</div> <div>6. Contribute to the development and delivery of the overall elections service, including initiatives to increase public participation and promote democracy.</div> <div>7. Recruit, train and supervise casual staff.</div>				

8. Carry out periodic reviews of polling arrangements, boundary and community governance reviews as appropriate.
9. Assist in the recruitment, selection, induction, discipline, training and development of support staff, conduct staff appraisals and contribute to the skills planning and workforce development processes within the service area.
10. Adopt effective and constructive relationships with external suppliers, the Electoral Commission and central government, to promote effective partnership arrangements for the delivery of a high quality service.
11. Attend training and development courses as required, to ensure continued professional development and awareness of legislation and best practice requirements.
12. Other duties appropriate to the nature, level and grade of the post.

#### **Work Arrangements**

Physical requirements:	Predominantly sitting but occasional requirement for lifting moderate weights.
Transport requirements:	Some travel to canvass areas, polling and count venues, area offices throughout the County and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply where authorised. Late working and weekend working during elections and registration periods.
Working conditions:	Mainly indoors

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

**PERSON SPECIFICATION**

<b>Post Title:</b> Senior Electoral Services Officer		<b>Director/Service/Sector:</b> Democratic Services	<b>Ref:</b>
<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>			
A levels or equivalent standard of education.  Professional qualification - Certificate of the Association of Electoral Administrators  Extensive knowledge of election law, practice and procedures.  An awareness of current developments in electoral law and good practice.  Evidence of professional study and continuous professional development.  Project management		Must be in possession of, or be studying for, the Association of Electoral Administrator's Certificate qualification.	(a)
<b>Experience</b>			
Management of large scale time critical projects including cost control and risk appraisal.  Updating the register of electors and knowledge of canvass reform.  Conducting Parliamentary General, PCC, Combined Authority Mayoral, Local Elections and Referendums.  Parliamentary and Local Government Boundary and Community Governance Reviews.		Experience in project management and staff training.	(a) (i)
<b>Skills and competencies</b>			
Good IT skills and able to effectively use dedicated election software systems.  Prepares written, verbal and other media to best professional standards.  Effectively expresses views using appropriate means, depending upon the audience.  Nurate.		Experience and working knowledge of Civica-Xpress electoral software system  Advanced skills in Microsoft Office/Office 365.  Good customer services skills.	(a) (i)

Diplomatic, tactful and discrete.		
Able to remain calm and professional in stressful and difficult situations.		
Project management skills.		
<b>Physical, mental and emotional demands</b>		
Normally works from a seated position with some need to walk, bend or carry items.		
Need to maintain general awareness with lengthy periods of enhanced concentration.		
Extensive contact with public often under pressure and occasionally involving conflict.		(i)
<b>Motivation</b>		
Dependable, reliable and keeps good time.		(a) (i)
Models and encourages high standards of honesty, integrity, openness, and respect for others.		
Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.		
Proactive and achievement orientated		
Works with little direct supervision.		
<b>Other</b>		
Holds a full driving licence and access to a car		

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

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