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| **Job Description** | |
| **Post title** | Electoral Services Visiting Officer |
| **JE Reference No** | N8769 |
| **Grade** | 2 |
| **Service** | Resources |
| **Service Area** | Legal & Democratic Services - Electoral Services |
| **Reporting to** | The post holder will be accountable to the Principal Electoral Officer. |
| **Location** | Your normal place of work will be County Hall, Durham or any of the locality Council offices at Barnard Castle, Chester-le-Street, Consett, Crook, Easington or Spennymoor. However, you may be required to work at any council workplace within County Durham |
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| **DBS** | This post is subject to a Basic disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To assist with the delivery of electoral services within the County.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

**Electoral Registration**

* Carry out visits to properties in the Council area which have not responded to requests for information from Electoral Services.
* Carry out checks for accuracy of the Register of Electors using in-house information and verifying with householders.
* Respond to customer enquiries in respect of the democratic process.
* Promote the electoral registration and voting processes.
* Assist with the updating of the Register of Electors, during the annual canvass, the daily updates in accordance with statutory requirements.
* Maintain relevant records, both on paper and on the Council’s electoral services computer system.
* Communication with electors/voters, whether in person, by telephone or in writing, at the council’s offices, at the individuals home, or any other relevant premises in order to collate information to assist in the decision making process.
* To observe and continually promote equal opportunities and customer care in full compliance with Council policy and expectations.

**Elections**

* To assist in the organisation of all elections and referendums as directed.

**General**

* To provide clerical support to the Electoral Team

* Ensure that the requirements of the Data Protection Act and the Freedom of Information Act are met in respect of this role.
* To ensure that reasonable care is taken at all times for the health, safety and welfare of you and other persons and to comply with the policies and procedures relating to health and safety within the County Council.
* Such other duties appropriate to the grade and general responsibilities of the post as might be assigned from time to time.

The above is not exhaustive and the post holder will be expected to undertake any duties which may

reasonably fall within the level of responsibility and the competence of the post as directed by the

Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * 4 GCSE Graded A-C or equivalent |  |
| Experience | * Dealing with members of the public | * Worked in an Electoral Team |
| Skills & Knowledge |  | * Ability to operate the Express electoral software systems |
| Personal Qualities | * Ability to work effectively under pressure. * Flexible and adaptable approach to work demands. * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |  |