

# Job Description and Person Specification

## Electoral Services Officer SO2

A Lambeth to be proud of



**Job Title: Electoral Services Officer**

**Grade: SO2**

**Department: Electoral Services**

**Division: Legal and Governance**

**Business Unit: D10391 Electoral Services Main Office**

**Reports to: Electoral Services Manager**

**Responsible for: N/A**

## **Context**

The Electoral Services Project Team is responsible for:

- year-round electoral registration and the delivery of the annual electoral canvass
- the effective conduct of elections and referenda
- outreach initiatives to promote democratic participation and risk and issue management of electoral services projects

## **Job Purpose**

- To take key role in the strategic planning, project management and operational delivery of electoral registration activities and the conduct of elections, as directed by the Deputy Electoral Services Manager (DESM) and Electoral Services Manager (ESM).
- To complete planning, project management and operational tasks for assigned project areas in regards:
  - year-round electoral registration and the delivery of the annual electoral canvass,
  - the effective conduct of elections and referenda and
  - outreach initiatives to promote democratic participation.

## **Responsibilities**

The following are to be undertaken by either or both officers employed in this post as directed by the DESM and ESM.

1. Be responsible for day to day administration of electoral registration activities in accordance with statutory requirements. Check the completeness and accuracy of applications, using discretion in determining individuals' eligibility to register. Process electoral registration applications and other registration documents to a high standard, including scanning and data entry.
2. Have lead responsibility for processing new absent voting applications as well as updated personal identifiers during absent voting refresh exercises. Ensure

- completeness and accuracy of information provided and resolve queries with applicants as necessary. Issue and reissue postal ballot papers at elections.
3. Deal with personal callers, telephone enquiries and queries received by letter or electronically, ensuring a comprehensive and accurate response.
  4. Work in consultation with Senior Electoral Services Officers (SESOs) on strategic, planning and operational functions to deliver excellent customer services, communications and outreach activities.
  5. Use external data and other information sources to identify and target new electors, verify the identity of registration applicants who have not been automatically matched against DWP records and identify existing electors who may no longer be eligible to be registered.
  6. Complete property database maintenance functions, including updating addresses in accordance with Council and external records along with queries raised by residents and property owners, as directed by SESO/DESM. Make site visits as necessary.

#### Key Unit Accountabilities (continued)

7. Send rolling review communications regarding electors' entitlement to remain registered in accordance with statutory requirements, as directed by SESO/DESM. Complete required actions in relation to review outcomes by either deleting electors or recording evidence of entitlement to remain registered.
8. Complete activities in regards electoral canvassing for high occupancy properties including residential/nursing homes, hostels and student accommodation, as directed by SESO/DESM.
9. Support SESO in managing special category electors, including British citizens living overseas, crown servants, homeless, armed forces and anonymous voters, enabling new applications and renewals to be processed in accordance with required timescales.
10. Assist with the provision of restricted information from the electoral register to those entitled to receive it, including external organisations and internal colleagues, identifying user entitlement accurately.
11. Support and encourage implementation and uptake of digital services for all service stakeholders as part of the Electoral Services digital transformation programme.
12. Exercise and develop knowledge of legislation relevant to elections and electoral registration, in particular the provisions contained in the Representation of the People Acts, the Data Protection Act and associated regulations.
13. Be responsible for allocating staff to canvass areas during the annual electoral canvass and undertake recruitment, training and payroll activities as directed by SESO and DESM.
14. Have key administrative and quality assurance responsibility as part of the nominations team at elections. Be responsible for checking accuracy and completeness of nomination forms, entering candidate, agent and subscriber details into elections software, completing accuracy checks, maintaining paper records and compiling scanned copies as directed by SESO and Electoral Services Manager (ESM).
15. Work as part of production team for high volume printed registration materials such as canvass forms and invitations to register and election stationery

including poll cards, absent votes and ballot papers in partnership with external print contractors. Undertake required tasks in regards specification, procurement and proofing to a high standard as directed by SESO/DESM.

16. Work in partnership with lead SESO and DESM to support the provision of polling stations in line with statutory requirements, ensuring accessibility for all voters, recording key holder and payee contact details, agreeing payment rates and arranging for payments to be made. This will include carrying out enabling tasks for identifying and assessing potential replacement venues due to non-availability of previously used premises.
17. Work in partnership with lead SESO and DESM to support high-volume preparation and provision of all polling station equipment and presiding officer documentation at elections. This will involve reviewing and confirming requirements each year, updating statutory documentation and distribution schedules, collating materials and completing quality assurance activities for approx. 135 polling stations.
18. Undertake election count and supervision duties as required. All Electoral Services core staff are required to attend counts except when advised otherwise by the DESM/ESM or specific circumstances apply. Counts may take place at any council premises or at external venues, both during and outside standard working hours.
19. Plan and arrange own work in accordance with required deadlines and priorities. Understand and apply key team working principles throughout all activities.
20. Actively seek out opportunities for learning and development and undertake internal and external training/development courses and activities as directed by/in consultation with DESM and ESM.
21. Undertake manual handling tasks such as the movement of forms, ballot boxes, polling booths, ballot papers and other registration/election equipment as required.
22. Undertake any other duties commensurate with the grade and falling within the scope of the post, as requested by DESM/ESM and Democratic Services Manager/Head of Chief Executive's Office.
23. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
24. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
25. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
26. **The Electoral Services team operates in a pressurised environment, particularly at elections and during peak registration periods. SO2 officers will be expected and required to work additional hours, sometimes at short notice (including evenings and weekends) as directed by line managers to ensure deadlines are met. Staff will be compensated accordingly for additional hours undertaken.**

## PERSON SPECIFICATION

### Electoral Services Officer (SO2)

<p>It is essential that you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b>			
<b>Qualification</b>		Educated to a minimum of GCSE/O level or NVQ or evidence of equivalent standard or evidence of continuing professional development. To possess (or be studying for) the AEA Certificate in Electoral Administration.	✓A
<b>Key Knowledge</b>	K1	Thorough understanding and knowledge of Electoral Services working practices and the legislative framework governing electoral registration and elections and associated risks.	✓A
	K2	Knowledge of best practice and quality assurance in Electoral Services and the principles of customer care and other relevant quality standards.	✓A
	K3	Sound working knowledge of IT systems including Microsoft Office and maintaining databases, and the ability to learn new IT packages.	✓A
	K4	Knowledge of project and risk management principles in order to effectively plan, deliver, monitor and review work outputs to a high standard.	✓A
	K5	Knowledge of effective problem solving, decision making and analytical techniques.	A
<b>Relevant Experience</b>	E1	At least one year's experience of working in an Electoral Services environment.	✓A
	E2	Experience of working with both electoral registration and election management IT databases, e.g. Xpress.	
	E3	Experience of delivering high quality customer focussed services, managing and prioritising high volumes of work and performing well under pressure to meet statutory deadlines.	✓A
	E4	Experience of working flexibly, including evenings and weekends in response to changing workloads as required.	✓A
	E5	Experience of working in a sensitive political environment and demonstrating impartiality.	✓A
	E6	Experience of providing expert advice, guidance and training to staff and internal/external stakeholders.	✓A

Core Values and Behaviours		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for</li> </ul>	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	