

Job Description and Person Specification

Senior Electoral Services Officer PO2

A Lambeth to be proud of



Job Title: Senior Electoral Services Officer

Grade: PO2

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 a lead 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 delegated project areas at senior officer level 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 senior officers employed in this post as directed by the DESM and ESM.

1. Be responsible for the day to day administration of electoral registration activities, ensuring workloads are prioritised and processed in accordance with statutory requirements. Check the completeness and accuracy of applications, using discretion in determining individuals' eligibility to register.
2. Lead on the use of local and (where applicable) 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.

3. Ensure effective maintenance of the Electoral Services property database through proactive measures including updating addresses in accordance with the Local Land and Property Gazetteer (LLPG) liaising with other council departments and Royal Mail, ensuring appropriate action is taken regarding new developments, property naming and numbering orders and queries raised by residents and property owners, and making site visits as necessary.
4. Lead on the management of absent voting records, maintain and update postal and proxy voting personal identifiers, be responsible for checking the completeness and accuracy of information provided and manage the absent voting refresher procedure. Issue and reissue postal ballot papers at elections.
5. Undertake rolling reviews of electors' entitlement to remain registered in accordance with statutory requirements.
6. Be responsible for managing special category electors, including British citizens living overseas, crown servants, homeless, armed forces and anonymous voters, ensuring new applications and renewals are processed in accordance with required timescales.
7. Ensure robust administration of the queries and exceptions process for applicants who have made incomplete registration applications or have failed automatic identity verification.
8. Ensure appropriate registration activities in regards high occupancy properties including, residential/nursing homes, hostels and student accommodation.
9. Ensure optimum functionality of the Xpress elections and electoral registration IT system, arranging installation and testing of software updates and managing access for authorised council officers and contractors, training new users and attending external user group meetings as required.
10. Lead on ensuring the council's information systems, in particular web pages, are fit for purpose in supporting the work of the Electoral Services team and provide comprehensive information to stakeholders.
11. Lead on planning, devising and delivering outreach and engagement activities to encourage electoral registration and democratic participation amongst Lambeth's citizens.
12. Lead support for implementing Lambeth's Digital Strategy for Electoral Services activities, including reviewing and updating key functions to encourage significantly increased use of online and automated channels.
13. Resource and coordinate staffing for elections and the annual household electoral canvass, including recruitment, allocation, training and payment of staff in accordance with operational and legislative requirements.
14. Devise training materials, including arranging online training content, and deliver training sessions for elections and canvass staff as required.
15. Provide lead support and robust quality assurance for the specification, procurement and production of printed registration materials such as household enquiry forms and invitations to register and election stationery including poll cards, absent votes and ballot papers by external print partners.
16. Make arrangements for 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 identifying and assessing potential replacement venues due to non-availability of previously used premises.

17. Provide senior support in administering the electoral nomination processes, including informal checks of nomination papers, preparing nomination packs, updating the election management system as directed and providing feedback, guidance and advice to ESM/DESM.
18. Lead support for procurement and provision of all polling station equipment and presiding officer documentation at elections
19. Provide support in planning and preparation of election counts as directed by the DESM and ESM and undertake election count 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.
20. Provide detailed information and statistics to the ESM and DESM for council and statutory reporting purposes, including completion of funding claims, post-election and registration reports as necessary.
21. Coordinate the receipt of candidate expense submissions at elections and make arrangements for collation, copying, inspection and sale of returns. Arrange publication of statutory notices where required.
22. Act as lead support in the completion of boundary reviews such as reviews of UK Parliamentary Constituencies, council ward reviews and reviews of polling districts and polling places. Review and update electoral canvass areas each year prior to the annual canvass being undertaken.
23. Maintain a thorough and up to date knowledge of electoral law and keep abreast of professional developments, legislative changes and best practice.
24. Respond to communications submitted by e-mail, in writing, or in person and investigate complaints made by all stakeholders. Recommend action arising from complaints and prepare responses or refer to the DESM/ESM as appropriate.
25. Manage operational relationship between Electoral Services and Lambeth's Customer Call Centre, ensuring up to date guidance and materials are provided to Call Centre staff, following up on compliance issues and resolving complex queries.
26. Oversee the provision of restricted information from the electoral register to those entitled to receive it, identifying user entitlement accurately.
27. Plan and arrange own work in accordance with required deadlines and priorities. Understand and apply key team working principles throughout all activities. Provide guidance, support and training to other team members as appropriate.
28. 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.
29. Undertake manual handling tasks such as the movement of forms, ballot boxes, polling booths, ballot papers and other registration/election equipment as required.
30. Review and maintain administrative mechanisms to improve the integrity of the electoral register and to identify and deal with any fraudulent or suspect applications.
31. Undertake any other duties commensurate with the grade and falling within the scope of the post, as requested by DESM/ESM and Director of Legal Services and HR.

32. 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.
33. 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.
34. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
35. The Electoral Services team operates in a pressurised environment, particularly at elections and during peak registration periods. Senior PO2 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

Senior Electoral Services Officer (PO2)

It is essential that in 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). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. 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. <i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			Shortlisting Criteria
Qualification	Q1	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
Key Knowledge	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
Relevant Experience	E1	Proven 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		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • 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. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard	

		• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • 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.	
		Accountability • 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 • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • 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. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • 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.	

		• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • 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 • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • 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.	
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