



# **Job Description and Person Specification**

## **Job Description**

### **Job title**

Senior Elections Officer

### **Department**

Corporate Services

### **Grade**

Grade G

### **Salary**

£35,816 - £38,294

### **Manager**

Elections and Information Manager

### **Job summary**

- To allocate work to the election's officers - and monitor completion and quality of work.
- To provide support and guidance to the elections officer for complex enquiries.
- To provide Elections and registration administration to the electorate.
- To deputise for the Elections and Information Manager in their absence

### **Main responsibilities and activities**

1. To provide electoral admin support, including document management (opening post, scanning, indexing, processing, flexi sheets, overtime claims, expenses and ensuring that other team members undertake monitoring of [elections@hart.gov.uk](mailto:elections@hart.gov.uk))
2. To ensure that emails, post and daily work tasks are distributed, prioritised and actioned by the other team members. To ensure that responses made are of the required standard.

3. To monitor outstanding department workload and backlogs and then using knowledge of legislation and work priorities adjust those workloads between the team members to ensure that work is undertaken within required timescales.
4. Process sensitive and secure data, such as NI numbers and identity documents in accordance with legislative requirements.
5. To respond to and answer more complex enquiries from internal and external customers and members. To observe tact and discretion in dealing with people and to respect complete confidentiality in handling sensitive information.
6. To produce appropriate email, letter, and telephone responses to incoming correspondences.
7. To maintain and update electoral databases (internal and external) and utilise other information systems/software as required. To cross reference electoral data with Council Tax, in order to determine if electors should be added to or deleted from register.
8. To raise invoices, handle incoming payments, process refunds, organise outgoing invoices, produce accounting and financial data as and when required. Use accounting system to process and pay invoices as they are submitted.
9. To help the elections team to prepare elections payroll files and then to check and approve payroll submission prior to payment. Payroll files will number some 400 staff.
10. Acting as second point of contact, to receive and process complaints escalated to them by other team members.
11. To assist with the publication of documents and information on the internet. To write and contribute to the content of published material including training course material.
12. To support the training of temporary staff for Elections: This involves delivering training presentations to groups of 30 people and acting as a tutor answering questions both during and after training.
13. Collate, record and process information necessary to assist with the claim to partner authorities.
14. To operate within a rigid statutory framework, recognising that electoral events must be delivered on time and compliant with the law. To that effect the role will require the post holder to seek out and evaluate effective and inventive solutions to problems at speed.
15. To undertake other duties such as the Elections and Information Manager determines, commensurate with the grade, including special projects.

### **Electoral Registration**

16. Issue and process ad hoc registration mailings e.g. postal vote reapplications mailing in January, rejected postal vote mailings in June, canvass forms in August-November.
17. Produce and check for accuracy the election notices
18. Produce, check for accuracy and distribute the annual published electoral register and monthly updates.

19. Working with election colleagues to ensure that the temp staff database of 400 people is maintained.
20. Initiate and undertake the annual recruitment of temp staff and ensure that this list at the end of each year. To check that the staff details held are maintained accurately.
21. Ensure that suitable staff are appointed to employment positions in time for registration events.
22. Support the training of temporary staff for Registration: This involves delivering training presentations to groups of 10 people and acting as a tutor answering questions both during and after training and also ongoing during employment.
23. Ensure that the required stationery and employment paperwork is provided for casual registration staff.

## **Election Management**

24. Maintain a premises database of electoral properties, ensure properties required are booked in time for a poll. Identify to the Elections and Information Manager any premises issues in a timely manner. Make recommendations for acquiring new premises for polling stations.
25. Maintain staff database and ensure that an annual recruitment is undertaken to generate an available staff list by January of each year. Identify to the Elections and Information Manager any recruitment issues in a timely manner.
26. Ensure that suitable staff from the existing staff database are appointed to employment positions in time for any electoral event. Contribute to the interviewing and selection process.
27. Arrange for the relevant Committee Rooms and Council Chamber to be booked for Agents/Candidate briefing, all staff training, opening of postal votes, preparation, filling and collection of ballot boxes.
28. Re-issue postal votes, ensuring all regulations are followed. Assess and evaluate the risk associated with the reissue process.
29. Support the preparations and delivery of staff training for each electoral event. Write the content of the training material prior to training delivery. (DRO)
30. Receive nomination papers from prospective local election candidates (DRO)
31. Determine if nomination papers for candidates are valid (DRO)
32. Manage, support and deliver the postal vote opening process at the time of a poll. ( DRO )
33. Ensure that absent vote data collected at the time of a poll is accurate and as required for statutory returns
34. Arrange the setup of the venues needed for the poll, this includes determining and ordering stationery requirements and arranging for any set up of premises is in place.

## **Specific**

35. To act as the deputy for the Elections and Information Manager, in their absence.
36. To provide daily support and advice to the Elections Officers and to assist them in their work.
37. To process returns from registrars to ensure that they are actioned in a timely manner.
38. To ensure that data is sent to print contractor for weekly mailings.
39. To arrange the printing of electoral registers by the designated print contractor.
40. Day to day supervision of Electoral Records Officers during relevant registration events.
41. Assist the Elections and Information Manager to ensure compliance with Electoral Commission performance standards and Cabinet Office requirements.

Note: In the course of your duties, you may have knowledge of, or access to, information which is confidential. It is implicit in the acceptance of this post with the Council that the postholder undertakes to safeguard such information and not divulge it to any unauthorised person or use it for any unofficial purpose. In cases of doubt about what is confidential or who is authorised, please consult your Manager.

This document does not constitute an exhaustive list of all duties relating to the post, but indicates the main areas of activity. From time to time, it may be necessary to vary the duties, in consultation with the postholder, to take account of changing operational requirements, the introduction of different working methods, etc.

## **Standard Clauses**

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding

Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

**This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.**



## Person Specification

### Job title

Senior Elections Officer

### The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	4 GCSE subjects or equivalent, preferably including Maths and English.  Committed to providing high-quality customer service.		Certificate
Experience and knowledge	Knowledge of electoral processes, law, good practice and guidance  Ability to assist with organising an election within the requirements of electoral law.  Experience of working in an administrative capacity in an office environment.  Experience of coordinating and supporting corporate communications.		Application form and interview

	<p>Experience of working in a political environment.</p> <p>Knowledge of the Councils constitution and civil proceedings.</p> <p>Computer literate and proficient in Microsoft Office software.</p> <p>Ability to make customers feel warm, wanted, welcome and cared for.</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome.</p>		
Skills and abilities	<p>Familiarity with computer systems and modern software packages.</p> <p>Ability to deal with high profile situations in a political environment.</p> <p>Ability to deal with high level complaints and sensitive situations.</p> <p>Ability to work well under pressure, problem solving and making decisions.</p>		Application form and Interview
Personal qualities / aptitude	<p>Ability to take on responsibility and work under pressure.</p> <p>Flexible.</p> <p>Confident attitude with the public.</p> <p>Good telephone manner and customer care skills.</p> <p>Commitment to professional and personal development.</p> <p>Ability to manage own time.</p>		Application form and interview

	Commitment to delivering the best possible services for residents, and internal and external customers.		
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**Signatures:**

Job-holder .....

Manager .....