

Wirral Council: Job Role Descriptor

Job Role:	Senior Electoral Services Officer
Service:	Democratic and Member Services
Reports to:	Electoral Services Manager
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	CSUP
Job Family:	Corporate Support
Grade:	Band H

JOB ROLE PURPOSE

Your role will be to proactively support the Electoral Services Manager to ensure all electoral services are run effectively and efficiently. You will support and deputise for the Elections Manager in planning for elections, the annual canvass, and electoral meetings throughout the year. You will assist the Elections Manager in the management of the postal vote issuing and receipt process and will supervise the election count.

To assist the Electoral Services Manager to meet the performance standards for electoral registration and elections set by the Electoral Commission by undertaking administrative tasks necessary for the delivery of all elections and referenda held within the Wirral area. In accordance with legislation, assist with the timely preparation and maintenance of the Register of Electors.

The work in Electoral Services can be demanding and have peaks of workload to meet legislative election and registration deadlines therefore, at key times of the year, the post holder will be required to work additional hours.

KEY TASKS

To proactively assist with the arrangements for Parliamentary, , Local elections and Referenda within the Borough of Wirral in accordance with legislation and ensure the delivery of efficient, high quality, and cost-effective electoral services, and to advise on the formulation and implementation of new policies and practices in this area.

To assist with the preparation and maintenance of the Register of Electors in accordance with legislation.

To provide professional electoral advice to the Returning Officer, Electoral Registration Officer, Head of Service and other relevant officers.

To be appointed as the Deputy Returning Officer, Deputy Local Returning Officer and Deputy Acting returning Officer with Full Powers.

To offer support to the wider Democratic and Members Services as requested/directed by the Head of Service.

The contents of this job description are not exhaustive, and the post holder will be required to undertake additional duties that are commensurate with the nature and/or grade of this post.

KEY RESPONSIBILITIES

To assist the Head of Service and Electoral Services Manager effectively manage, co-ordinate and undertake all necessary arrangements, and measures to ensure the effective delivery and provision of Parliamentary, or Local Elections and Referenda within the Borough of Wirral in accordance with legislation.

To support and assist, on a day-to-day basis, the supervision of all staff falling within the Electoral Services Section.

To provide such professional electoral advice to the Returning Officer, Electoral Registration Officer, Head of Service, other relevant officers, elected members, candidates, agents, and the public as is necessary.

To ensure legal and constitutional compliance of all areas of electoral administration.

To assist with the effective and timely project planning and implementation of electoral processes, including working to statutory deadlines whilst dealing with changing circumstances and priorities.

To assist, administer and provide effective and timely training, guidance, and support to (i) other members of staff within Electoral Services Section undertaking their respective duties and responsibilities and (ii) any person assisting with the delivery and provision of an election or electoral registration.

To assist with all necessary reviews as directed by the Head of Service, whether statutory, required by Council policy/practice or good practice, of polling districts, polling places, working arrangements and the like in connection with electoral administration.

To ensure that all electoral registration and elections management systems are upgraded and maintained as necessary, in the absence of the Electoral Services Manager.

To contribute and assist with the development of all relevant strategies and plans to improve and progress electoral administration.

To assist the Head of Service with all matters relating to election boundaries within the Borough of Wirral.

To participate in the Merseyside Electoral Administrators Team (as directed by the Head of Service).

People

To promote a strong team work ethic and maintain excellent communication, particularly between the Electoral Services Team

To assist with the day-to-day supervision of all staff within Electoral Services.

To assist with the management of the Electoral Services Section in accordance with the Council's requirements in relation to performance management and business and corporate planning.

Respond to enquiries from Members, candidates, agents, officers and the public by telephone, email, or letter, but escalating more complex queries to the Electoral Services Manager.

To assist with the supervision of temporary and casual staff for elections, referenda, and electoral registration.

Monitor and oversee the accuracy of the work undertaken by staff that support the role of Electoral Services and inform the Electoral Services Manager of issues of poor performance and practice.

Develop constructive working relationships with colleagues and customers.

Mentor and support temporary or casual staff engaged for elections, referenda, and electoral registration.

Contact and appoint temporary staff to the roles of Presiding Officer, Polling Clerk, Postal Vote Opener, Counting Clerk and Canvasser. Appointment of senior staff roles will be subject to approval by the Electoral Services Manager.

Promote a strong team work ethic and maintain excellent communication, particularly within the Electoral Services Team.

Work collaboratively within Governance and Assurance teams as directed by the Head of Service.

Financial

To assist with the management, under the supervision of the Head of Service, of Electoral Services Budgets.

To assist the Head of Service with the management and spend of all specific funds provided and allocated for the running of the election(s).

To assist the Electoral Services Manager, prepare and complete, in readiness for formal submission, all statutory accounts any Parliamentary, or Local Elections and

Referenda within the Borough of Wirral, including handling cash or bankers draft for election deposits.

To assist the Head of Service with the management and spend of all specific funds provided and allocated in relation to the administration of the Annual Canvass.

Prepare temporary staff fees reports and payments for processing once the fees have been approved by the Electoral Services Manager.

Ensure that information regarding payments, that will impact on budgets and financial controls, is accurate.

Assist the Electoral Services Manager with the preparation of formal submissions for all statutory accounts.

Strategic

Proactively assist the Electoral Services Manager with the arrangements for elections, referenda and electoral registration within Wirral and ensure that all duties and processes are completed in accordance with legislation to ensure the delivery of an efficient, high quality and cost-effective electoral service.

In consultation with the Electoral Services Manager ensure legal and constitutional compliance in all areas of electoral administration.

Ensure that the Health & Safety, GDPR legislation and relevant Council policies and procedures are followed and carried out in relation to the role.

Assist in public awareness campaigns, including preparing materials as necessary

Contribute to any reviews undertaken by the Head of Service in connection with electoral administration.

Assist the Head of Service to meet new challenges and changes affecting Governance and Assurance, relating to improvement of service delivery, efficiencies and providing value for money.

Work proactively to improve processes and procedures ensuring that all changes are approved by the line manager.

Resources

To compile data and statistical records and spread sheets to be used in reporting and monitoring business / project progress.

Maintaining databases and providing management information as required.

To undertake such training and utilise and use all IT management systems and other software as required and agreed by the Head of Service.

Undertake training specific to the Elections Management Software system and other relevant IT systems as required and agreed by the Electoral Services Manager.

Planning and Organising

Working to deadlines, ensuring timely completion of electoral processes and tasks.

To assist with the development and promotion of local democracy, local accountability, and community leadership.

To assist and promote broader consultation with stakeholders, strengthening the Council's relationships with public, private and voluntary organisations, and residents within the Borough.

To support other sections within Legal & Member Services as directed by the Head of Service.

Allocate work to others within the core team and to temporary staff as requested by the Electoral Services Manager.

Decision Making

To lead on complex work, resolving day to day issues, but escalating more complex queries to the Electoral Services Manager.

To undertake and discharge when required from time to time, such other work, duties, and responsibilities (principally falling within Business Services – Law and Governance) that are commensurate with the nature, scope and grade of the post.

To assist the Head of Service, meet new challenges and changes affecting Business Services – Law and Governance, in relation to improving service delivery, efficiencies and providing value for money.

Seek advice from the Senior Electoral Services Officer or Electoral Services Manager on issues outside of key tasks and responsibilities.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Qualifications:

- Educated to GCSE level or equivalent to include English and Mathematics.
- Proficient in the use of Microsoft Office.

Knowledge & Skills:

- Excellent communication skills, both oral and written.
- Excellent numeracy and literacy skills.

- Proficient in the use of IT software including Microsoft Office Word, Excel, and Email.
- Ability to utilise and learn new management information systems.
- An understanding of and an ability to deliver excellent customer care to internal and external customers.
- Able to prioritise and produce good quality, accurate work under pressure and to tight deadlines.
- Ability to progress own work effectively unsupervised.
- Ability to think creatively and provide inventive solutions to overcome challenges.
- Strong organisational and time management skills.
- Self-motivated with an enthusiastic and flexible attitude.
- Ability to work effectively as part of a team.
- Knowledge and understanding of General Data Protection Rules (GDPR), confidentiality and safeguarding.
- Ability to input data accurately.
- Able to confidently communicate with members of the public and other stakeholders by telephone, email, letter, or face to face.

Experience:

- Experience of project planning and undertaking risk assessments.
- Supervision of staff
- Working effectively as a member of a team.
- Administration experience including data input, prioritising work requests, and working to tight deadlines for prolonged periods.
- Communicating and liaising with internal and external customers/
- Experience of training / presenting to large audiences

Desirable Criteria

Qualifications:

- AEA Foundation Course.
- Certificate in Electoral Administration.
- Training and / qualifications in administration and / or customer service.

Experience

- Recent experience of electoral work including both elections and electoral administration.
- Working and maintaining the Electoral Register including inputting and extraction of data and the production of relevant reports.
- Training staff and giving presentations to large audiences.
- Experience of dealing with planning, organisation and payments of casual staff employed by Electoral Services for elections and annual canvass.
- Experience of working to tight deadlines unsupervised.
- Experience of using and having an excellent knowledge of the Xpress Elections Management System software.

ADDITIONAL WORK ELEMENTS

The post holder will be required to work outside of normal working hours during critical periods, e.g., before and during elections and canvass periods, as and when required which includes evenings, Saturdays, and bank holidays sometimes continuously for weeks/months during the year.

The post holder will be required to engage in manual lifting of boxes and equipment and actively move around venues and further have the ability travel around the borough in private or public transport.

The nature of this role means the Council believes the post holder would be subject to political restrictions as outlined in legislation. This would mean the post holder would not be able to do the following:

- Stand for or hold elected office of anybody to which the provisions apply. This would include: County, Unitary, District and London Borough Councils, or membership of the House of Commons and European Parliament. It excludes parish councils.
- Speak to the public or publish written work with the apparent intention of affecting public support for a political party.
- Act as an election agent.
- Canvass on behalf of a political party.
- Be an officer (or member of a committee) of a political party or branch of a political party if the duties would require the employee to participate in the general management of the party or branch or act on behalf of the party or branch with persons outside the party [NB. There is no restriction on being a member of a political party].

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service:

Date: