

Job description	
Job title:	Electoral Services Officer
Service and team:	Electoral Services
Band:	3
Post number:	P10486
Reporting to:	Electoral Services Manager
Responsible for:	N/A
Our Organisational Values	
<b>Collaboration</b>	We know, work with and support one another.
<b>Wellbeing</b>	We look after our own and others' wellbeing.
<b>Trusted</b>	We abide by the Nolan principles of public life.
<b>Value for Money</b>	We spend public money wisely and carefully.
<b>Professionalism</b>	We provide professional advice and excellent service, we know our local areas and understand the communities we serve.
Principal purpose of the role	
<p>To assist the Electoral Services Manager to:</p> <ul style="list-style-type: none"> <li>• Administer, co-ordinate and manage all aspects of the electoral registration process, including preparation, publication and maintenance of the Register of Electors</li> <li>• Assist to plan, co-ordinate and conduct UK Parliamentary, County, District and Parish Elections and all Referenda.</li> </ul>	
Main duties and accountabilities	
<p>To assist with the following under the guidance of the Electoral Services Manager and the Senior Electoral Services Officer:</p> <p><b>Elections</b></p> <ul style="list-style-type: none"> <li>• Conduct all work necessary to ensure the efficient and proper conduct of Borough, Parish, County, UK Parliamentary Elections and any local or national referenda</li> <li>• Assist with the preparation of election timetables</li> <li>• Publish Notices of Election, Poll and any other statutory notices necessary to ensure the satisfactory running of all elections</li> <li>• Respond to enquiries from electors, candidates and their representatives and members of the public about various matters relating to elections (e.g. eligibility to vote, poll cards, polling stations and postal or proxy voting)</li> <li>• Prepare all documents required for the issue and opening of postal ballot papers and attend the formal proceedings for such purposes</li> </ul>	

- Arrange for the preparation of ballot boxes and stationery required for use at polling stations
- Prepare forms, counting sheets, envelopes and other stationery required at the counting of votes and attend the formal proceedings for that purpose
- Arrange after the poll for sorting and storing equipment and stationery and for making up packets of documents and their safe custody
- Prepare, follow and maintain the procedures for all aspects of the elections process
- Arrange for the payment of accounts for the hire of premises or the supply of goods and services required for election purposes
- Assist with the preparation of payments to election staff
- As agreed with the Electoral Services Manager make arrangements for ensuring public participation in the electoral process, particularly with young voters
- Undertake any other duties reasonably required to ensure the proper conduct of election proceedings, including the need for out of hours working at election time.

### **Register of Electors**

- Contribute to and implement the timetable of proceedings for a registration canvass of all properties in the Borough
- Assist the Senior Electoral Services Officer with management of temporary staff for the annual canvass
- Input any changes necessary as a result of the canvass
- Check all outputs from the computer databases and inputs into online portals, making any required corrections
- Deal with all matters relating to electoral registration applications
- Arrange the printing, checking, distribution and sale of registers
- Examine applications from absent voters and determine such applications
- Process applications from Service voters, overseas electors and some other special category electors
- Prepare and update the lists of absent voters
- Deal with enquiries from electors and others on the contents of the Register and provide confirmations required by pension authorities
- Liaise with other departments and external organisations in connection with the maintenance of records and preparation of the register of electors
- Make regular updates to the computer master records to take account of data alterations which need to be reflected in the annual canvassing process including the update of the electoral roll property database
- Update letters and reports on the computer system for electoral registration and elections management
- Prepare and maintain the procedures for all aspects of the registration process.

### **Boundary Reviews and Reviews of Polling Stations**

- Help with the implementation and administration of any boundary reviews, review of polling districts and polling places
- Review on a regular basis the situation of and amenities available at polling stations.

### **Training and Development**

- Attend any training courses that the Electoral Services Manager deems it appropriate to attend
- Attend and complete the Association of Electoral Administrators Foundation courses and the Certificate, at a time agreed with the Electoral Services Manager.

### **General Duties**

- Respond to the general correspondence received in the section
- Undergo training in the use of computer systems used for the election process and ensure that such systems are maintained and administered properly
- Undertake any other reasonable duties that the Electoral Services Manager or Senior Electoral Services Officer may require.

### **Dimensions of the team role**

- Guildford has nearly 106,000 registered electors, c.22,000 of which are postal or proxy voters.
- In the Guildford Borough Council administrative area there are x21 Borough Council Wards, x10 County Council Electoral Divisions, x23 Parish Councils and x1 Parliamentary Constituency.

### **Customers and Contacts**

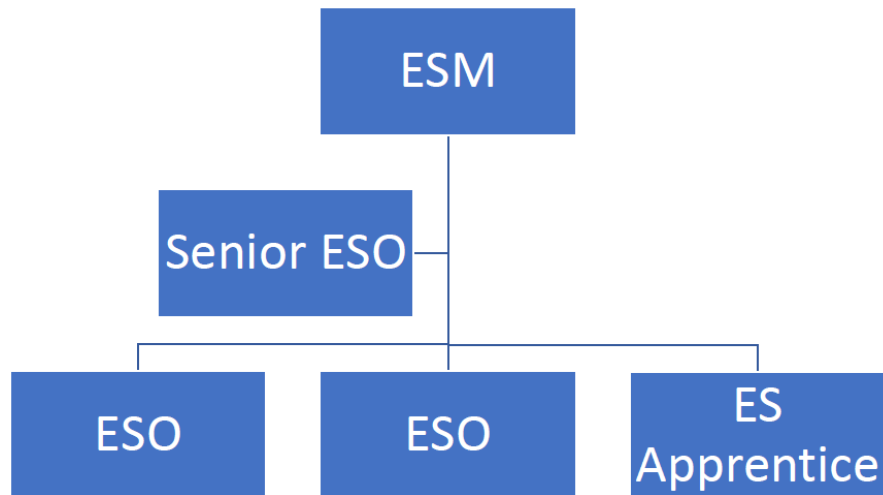
#### **Internal**

- All departments have contact with Electoral Services, but the most frequent ones are Customer Services, Housing Services, Council Tax, Planning Policy, Democratic Services and the Facilities Team. Some contact also with GBC Councillors.

#### **External**

- Members of Parliament or their staff, County Council, Parish Councils, Election Agents of Political Parties and Independent Candidates, Residents Associations, Electoral Services teams of other Councils, Surrey Police, and Surrey University

Organisational chart



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	Essential criteria	How assessed	Desirable criteria	How Assessed
<b>QUALIFICATIONS</b>	Commitment to work towards the Association of Electoral Administrators Certificate, if not held.	A/I	Association of Electoral Administrators Certificate. 'A' level education or equivalent	A
<b>KNOWLEDGE</b>	Excellent knowledge of Electoral Registration & Elections processes	A/I		
<b>EXPERIENCE</b>	Some experience within an electoral services environment	A/I		
<b>SKILLS</b>				
Technical skills	MS Office (Word, Excel, Powerpoint)	A/I	IDOX EROS electoral management software	A/I
	Good keyboard skills	A/I	Ability to understand and apply legislation	A/I
Communication skills	Excellent written communication skills	A/I		
	Excellent oral communication skills	A/I		
Team Working skills	Strong team working skills with the ability to work both on own and in a team	A/I		
Customer Service skills	Demonstrable ability to provide high standards of customer service	A/I		
Organisational skills	Strong organisational skills with the ability to prioritise in sometimes pressurised situations	A/I		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	<ul style="list-style-type: none"> <li>flexibility in working hours during election periods and while the register is being prepared.</li> <li>driving licence valid to drive in the UK is desirable</li> </ul>			

### How assessed

- A - Application CV/Personal Statement
- C - Certificates/professional Registration
- D - DBS police check
- E - Exercise
- I - Interview
- M - Medical assessment

## Behavioural competencies

This section details the level of competency required to carry out this role (please see below for an overview of the framework and refer to the full Organisational Culture Framework for clarification where needed).	Level
Embraces change	
Innovation and creative thinking	
Effective communication	
Customer focus	
Problem solving and decision making	
Focus on efficiency	
Performance and learning	
Team working	
Builds relationships	
Commitment to the organisation	

<b>REVIEWED BY:</b>	TS	<b>DATE:</b>	August 2024
<b>CHECKED IN:</b>		<b>DATE:</b>	
<b>LAST UPDATED:</b>	AH	<b>DATE:</b>	August 2024

**Behavioural competency Framework**

<b>Cluster</b>	<b>Transformation</b> Forward looking. The focus on our ability to respond to ever changing needs of our customers and bring about new ideas to ensure value for money.		<b>Delivering excellence</b> Efficiently run. The focus on the values and behaviours (in addition to internal systems) that ensures efficiency and effectiveness at every level across the Council.		<b>Our people</b> To ensure that individuals at all levels of the organisation are supported, committed and engaged in the pursuit of our mission and work in a collaborative manner to fulfil our objectives.	
	<b>Values</b>	<b>Challenge ourselves</b> We strive to improve what we do by seeking out new ways of working, encouraging innovation and enabling change.		<b>Customer care</b> We put the customer at the heart of what we do by engaging in clear, honest, and meaningful communications to deliver professional services shaped around their needs.	<b>Quality focus</b> With customer insight, we provide high-quality services and find ways to improve. We aim to get things right first time, drive out waste and exceed expectations whenever possible.	<b>Organisational learning</b> We strive to create a work environment where everyone is valued, trusted, and supported. We encourage and facilitate growth and learning at individual, team, and organisational
<b>Behavioural competencies</b>		<b>Embraces change</b> Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.	<b>Innovation and creative thinking</b> Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively.	<b>Customer focus</b> Puts the customer first, builds effective relationships and seeks feedback to address their needs.	<b>Problem solving and decision making</b> Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.	<b>Performance and learning</b> Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
	<b>Effective communication</b> Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.		<b>Focus on efficiency</b> Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.		<b>Builds relationships</b> Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.	<b>Commitment to the organisation</b> Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.