

Recruitment information

Job description and person specification

Your title	House to House Canvasser
Post number	To be confirmed
Your team	Democratic Services
Your line manager	Electoral Services Manager



Elmbridge
Borough Council

About the role

Each year the Electoral Registration Officer (ERO) of each Local Authority has a statutory obligation to undertake an annual canvass of its Register of Electors. Its main aim is to make sure the Register is current by ensuring those who are eligible to register to vote are listed on the Register at that address and to remove those who are no longer resident at a property. At the end of the canvass the ERO is then required to publish this updated Register of Electors on the 1st December each year. The Register of Electors forms an important part of maintaining democracy as it provides those registered with the right to vote at elections and referenda.

In brief, you will visit those properties which are required to respond to their annual canvass communication but have not yet done so and try to obtain a response. You will also be required to encourage new residents to register online.

The main purpose of the role:

From the beginning of August numerous correspondence is being sent to all households in the Borough to collect or confirm information on the people living at the property who are entitled to register to vote. For some of those properties within the Borough we are required to receive a response as we anticipate that there could be a change in its occupancy. These properties will receive a Canvass Form, an emailed reminder (if applicable) and then a reminder in the post. If they do not respond they are required to receive a personal canvass. A personal canvass will be a personal visit to the property.

As a House to House Canvasser you will be required to visit these non-responding properties. You will be assigned a Canvass Area containing approximately 400-450 properties to visit to try to obtain a response regarding the household. You will be given access to an electronic tablet, a guide and canvassing scripts to assist you with this role - training will be provided on these. Working through your assigned properties you will collect or confirm information on those living at each property along with offering assistance and guidance to the householder to help them complete the process using the tablet.

This year Canvassers will also be required to encourage and assist with registering any new residents using the electronic tablet. This will ensure any new residents are added to the register of electors as soon as possible.

Specific duties and responsibilities

The house visits will take place between **Friday 2nd October** and **Wednesday 28th October 2026 (midday)**. Applicants must be available to work during this period and to attend the training session on the afternoon of **Thursday 1st October** at the Civic Centre. Arrangements for training will be provided to successful applicants.

Main duties to be undertaken within the designated timetable include:

- Visit each of your assigned properties to obtain a response to the canvass form (using the tablet).
- You will encounter a number of scenarios whilst canvassing and the information you receive will all need to be inputted accurately on the tablet. You must add any new potential electors if eligible and mark for removal those who are no longer living at the address. You may also come across properties which are a second home, empty or have nationals not eligible to register living in them. All responses must be marked accordingly. Finally, there may be some properties where there has been no change in registered electors.
- Ensure any potential electors you add to a property are eligible to register to vote. Eligibility is based on age, residency and nationality (training will be provided on this).
- You must record any elector who requests a postal/proxy vote, those new residents who are or existing electors who have become 76 in the last 12 months for jury purposes and those who wish to request to opt out/in of the Open Register.
- To provide any information or guidance to the householder as required. This may include information on the Open Register, data protection policies or absent voting. Further training and information will be provided on this.
- You must record on the tablet properties where there is no answer or the household is refusing to provide any information. Where there is no answer post the 'sorry I missed you' calling card.
- Any potential electors are not automatically added to the Register of Electors at an address, they must register individually. You must encourage them to do this using the electronic tablet.
- If provided, record any telephone number or email address of an elector for future canvassing use.
- To ensure consistency and professionalism canvassers should follow the scripts provided as much as possible.
- To attend the mandatory training session covering all aspects of the duties and the software.
- To always comply with Health and Safety provisions, including the lone working procedures.
- To adhere to the timetable and to contact Democratic Services in the event of any circumstances that may prevent the completion of your work on time or to alert them of any issues relating to a property.
- Complete and maintain a logbook of all visits as necessary.
- Canvassers are required to work on their own time. For the best response, evening and weekend work is required.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on board other tasks from time to time, in keeping with your role.

Your conduct

We always expect the highest standards of conduct from our employees, and you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

For this position you must also be aged 18+ and you must not be connected to or assist any political party.

Insert title: House to House Canvasser **Post No: To be confirmed**
Team: Democratic Services **Hours: Casual**
Salary: Please see below Canvasser fees

Key requirements	Desirable/ Essential	To be tested by: Application (A) Interview (I)
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Experience		
1.	Experience of electoral registration procedures, electoral registration canvassing or election duties.	D A
2.	Experience of working in a customer service environment	E A, I

Knowledge, skills and abilities		
3.	Ability to meet deadlines	E A, I
4.	Basic written communication skills and IT skills.	E A, I
5.	Good oral communication skills, including an ability to effectively communicate with members of the public.	E A, I

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6.	Basic organisational skills	E	A, I
7.	Ability to use tact when dealing with the public.	E	A, I
8.	Ability to work independently, with a commitment and ability to work on your own initiative	E	A, I
9.	A commitment to equality and diversity	E	A, I

Special/practical requirements			
10.	Available to work evenings and weekends throughout the period of appointment.	E	A, I
11.	Access to a mobile phone is essential for Health and Safety reasons as canvassing involves working alone	E	A, I
12.	Access to transport is necessary to meet the geographic requirements of this post. If personal or hire car is used, it must be insured for business purposes and a drivers licence check must be carried out.	E	A
13.	This job requires a considerable amount of walking both along public pavements and long private drives/paths in order to gain access to households/electors in the specified area.	E	A
14.	This job also requires some manual handling when collecting and sorting documents prior to deliveries/visits, i.e. paperwork, clipboard and bag	E	A

House to House Canvasser Fees

Compulsory Training	£22.00 (set fee)
Travel	£97.50 (set fee)
Mobile Telephone Expenses	£11.00 (set fee)
Per House	0.68p (per house visited) plus an additional £1.48 if completed response received. You will only receive 0.68p per house if there is no answer. You will only be paid for one visit per property.
Per new resident	0.68p (per resident) plus an additional £1.48 if completed response received. You will only be paid for one visit per person.

Incentive payment of £44.00 will also be paid to canvassers who achieve a 60% response rate or above.