

Corporate Governance

Electoral Services – Job Description

POST: Electoral Services Assistant

GRADE: Scale 3 to Scale 5

RESPONSIBLE TO: Senior Electoral Officer

RESPONSIBLE FOR: Seasonal canvass teams

BASIC OBJECTIVES OF THE POST

1. To provide comprehensive administrative assistance to the Electoral Services section with regard to the production of the Electoral Register and the conduct of elections.

MAIN DUTIES & RESPONSIBILITIES

1. Assistance with administrative duties in the compilation of the Electoral Register, including use of IT equipment.
2. Assist in providing a reception service for public enquiries and with telephone/email enquiries.
3. Assist with the correspondence to notify electors of amendments to the Electoral Register.
4. Assist the updating of the Borough Street Index.
5. Assist with appropriate duties in connection with the administration of elections
6. Carry out filing, both electronic and paper and records storage in accordance with GDPR and other Data Protection Regulations
7. To open post and scan relevant documents and to assess Online Registration Applications
8. To uphold and further the Council's equal opportunities policies and to deliver effective and appropriate services fairly and without discrimination
9. To ensure that all responsibilities are carried out under relevant health and safety legislation, and Council and Departmental policy.
10. To undertake other temporary duties consistent with the basic duties and/or

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objectives of the post.

11. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
12. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, ie Hazardous materials and relevant processes/legislations etc
13. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
14. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
15. To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.

MAIN CONTACTS

1. Election Management Team
2. Canvassers
3. Customers
4. Specialist Suppliers and Polling locations
5. Stakeholders (Agents, Candidates, Credit Reference Agencies, Jury Service)

CRITERIA FOR PROGRESSION

Scale 4

1. Assist in providing a reception service for public enquiries and with telephone/email enquiries.
2. Assistance with administrative duties in the compilation of the Electoral Register, including use of IT equipment.
3. Assist with recruitment and preparation of materials for canvassers
4. Assist with preparation and despatch and delivery of poll cards
5. Assistance with administration of canvass returns and canvasser records.
6. Assist with printing and compilation of Registers for public inspection and sale.

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7. To uphold and further the Council's equal opportunities policies and to deliver effective and appropriate services fairly and without discrimination.
8. To ensure that all responsibilities are carried out under relevant health and safety legislation, and Council and Departmental policy.
9. To undertake other temporary duties consistent with the basic duties and/or objectives of the post.
10. To assist in the recruitment and training of canvassers
11. To receive monies, issue receipts and assist in banking sums for services provided by the section.

Scale 5

1. To take a leading role in arrangements for collecting, storing and scanning Postal Vote statements and the management of count team processes under the terms of the Electoral Administration Act 2006.
2. To assist in the recruitment and training of canvassers.
3. To assist in the administration and application of the Rolling and individual registration processes defined by the Representation of the People and Political Parties and Elections legislation.
4. To play a lead role in advising on and developing corporate data matching exercises involving the electoral register.
5. To actively support the booking and provision of polling places

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Electoral Services – Person Specification

POST: Electoral Services Assistant

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RESPONSIBLE FOR: Seasonal canvass teams

The Person

These are the qualities we believe to be necessary to do this job. You should clearly show in your application how your skill/experience potential meet some or all of them, as the shortlisting decision will be based on our assessment of you against these criteria.

The final assessment process will also seek to assess these characteristics.

Abilities/Experiences

- Administration and advice of all aspects of the electoral registration process and rolling registration.
- Use of specialist electoral registration and administration IT systems in addition to corporate systems
- Ability to deal efficiently and effectively with customers
- some previous experience of a range of electoral processes

Qualifications

- Good general level of education including 5 GCSE's (A- C) including English and Maths or equivalent
- NVQ Level 2 or equivalent in a relevant area (eg Business, Administration, Local Policy)

Knowledge/Skills

- A working knowledge of statutory requirements related to electoral registration
- Understanding the principles and methods underpinning electoral registration and election administration
- Ability to plan, analyse and interpret data in pursuit of specific projects
- Ability to work to strict deadlines under pressure
- Excellent oral and written communication skills
- Ability to support the recruitment, training and work planning of the canvass workforce
- Extensive knowledge of specialist as well as corporate IT packages

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- Ability and willingness to deal with enquiries and statutory information provision to the public and stakeholders including Agents, Candidates, Councillors, MPs, MEPs and MLAs.
- Good interpersonal skills and ability to give clear and accurate advice.
- Ability to work to strict statutory deadlines under pressure
- A willingness to work unsocial hours, sometimes at short notice, in relation to elections and other activities within the function.

Self-development and Learning

- It is essential to keep abreast of a rapidly changing legislative framework governing the delivery of registration and elections
- It is essential to keep abreast of IT developments which are fundamental to the delivery of a modern electoral service and which themselves change rapidly because of legislative drivers

Team Work

- This post forms part of a team and requires working with and across a range of teams that deal with different aspects of elections, such as canvass, postal vote, and ad hoc teams.
- This post will support the management and supervision of particular teams and processes such as Polling Station Arrangement, canvass, postal vote issue and opening and count verification teams.

Self-discipline and Organisation

- This post has a significant area or task-specific -based workload which requires a high degree of self-motivation.

Networks and Partnerships

- Internal Customers and partners including all Haringey Departments
- Stakeholders such as candidates, agents, Councillors, MLAs, MPs and MEPs
- "London Elects"
- The Jury Service
- External Customers and Members of the Public
- Specialist suppliers
- Association of Electoral Administrators
- Enfield Council (Enfield & Haringey Assembly Constituency)

Communicating Effectively and Appreciating Diversity

- This is especially significant given the particular diversity of Haringey's electorate and the post holders must be able to implement and monitor initiatives (both generated within the election team and corporately) to reach our many communities and languages, for instance in helping to ensure a representative canvass team.

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Innovation and Finding Solutions

- The postholder will be expected to contribute positively to finding and implementing solutions to constant new challenges which affect the service, particularly in the IT, data management and storage, and individual registration and absent vote fields.
- The section contributes proactively to initiatives such as the Electoral Commission Performance standards Pilot Scheme and all team members have a part to play in developing new ideas.

Customer Focus

- All 170,000 Haringey Electors are our customers and the register serves not only for democratic rights but also the Jury System and Credit Ratings. There are also services available for Haringey Residents who are not eligible for the register.
- The service is both front-line with daily customer dealings via all communication media and a support / event management service with many internal and external clients.

Leading Change

There has been an immense and continuing pace of change in electoral administration since 1999, with the most recent piece of major legislation being the Electoral Registration and Administration Act 2013, bringing in a new “individual registration “ system in parallel to existing processes.

Team Work

This post is a key player in the election core and support teams.

Managing People

- This posts have a role in recruiting , training and organizing the 150 strong canvass team
- At Election time, this post will lead and supervise some task-specific teams such as postal vote issue and opening groups.

Political and Organisational Awareness

- At the heart of Haringey’s democratic process, acute political awareness is necessary including absolute impartiality and objectivity and there will be frequent contact with stakeholders including agents and candidates.
- A keen appreciation of the nature, scale and objectives of Haringey Council is necessary as electoral processes draw support and assistance from all parts of the authority on a major scale and contribute in turn to corporate objectives.

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The employee's duties require the following activities: -

	Yes		Yes
Office duties	✓	Outdoor work / uneven surfaces	
Use of a computer	✓	Working at heights / on ladders / roof work	
Audio typing		Confined spaces	
Potentially confrontational work	✓	Outdoor work or extremes of temperature	
Crisis or conflict situations	✓	Driving a Minibus as part of duties or as a volunteer	
Management responsibility		Driving car / van as part of duty	
Tight deadlines	✓	LGV / PSV driving	
Walking 1+ miles during working day	✓	Operating lift-truck, digger or crane	
Use of stairs	✓	Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)	✓ (5 Kgs)	Operating potentially hazardous machinery	
Regular and repetitive movements		Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up	✓	Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods	✓	Noisy environment (over 80dB[A])	
Working alone or in isolation	✓	Radiation	
Working shifts / unsocial hours / nights	✓	Respiratory e.g. dust, fume, solder	
Risk of infection e.g. TB, Hep B / Other		Vibrating machinery	
Teaching or responsibility for children		Preparing raw food / serving food	
Control and restraint		Other	