

Generic Role Profile: Strategic Leadership Level C - Head of Service/Senior Professional Lead III

Role Purpose, Context and Scope:

- Accountable for leading and managing specific Council services at a tactical delivery level, providing professional expertise, leading on a complex programme or the commissioning of services for the Council.
- Horizon scanning 1-3 years; emerging practices and seek out the latest thinking and innovation within their service.
- Work with Councillors to implement the strategic aims and objectives of the Service.
- Provide strong leadership management and guidance regarding the allocation of resources, risk management, change management and behaviours within a specific service area.
- To role model the values and behaviours of the organisation so your teams can see and hear, and learn from you.
- Manage and develop the workforce within their service area.

Indicative Accountabilities:

- To have robust, affordable operation plans in place to deliver the Corporate Plan on time and to budget.
- Create and build effective relationships internally and externally with key stakeholders and instil in direct reports the imperative for accountability, responsibility and collaboration with others, for example: Councillors, other Boroughs, the communities we serve and partners.
- Work collaboratively across all service areas with other senior managers (including those from partner organisations and agencies) in order to deliver services, generate efficiencies and create synergies wherever possible.
- Lead, manage and develop staff so that they are capable of and motivated to achieve the corporate and service aims and objectives.
- Drive significant cultural change through the corporate infrastructure in order to drive service excellence.
- Be accountable for associated budget and have affordable plans in place to deliver the Medium Term Financial Plan.
- The service area you manage is compliant and performance management is monitored, and remedial action is taken promptly and at pace.
- Lead and manage robust, safe and resilient services that deliver in challenging times, including maintaining accurate risk registers, business continuity plans and information asset records.
- Be an ambassador for Haringey.

Example Job Titles at Level C:

- Head of Service
- Programme Manager
- Service Lead/ Professional Expert/Commissioner

Indicative Performance Measures:

- Specific measures from Medium Term Financial Plan.
- Achievement of Council's Corporate Priorities.
- Achievement of Workforce Plan targets.
- Support as required external assessments e.g. Ofsted, Peer Review.

Indicative Dimensions:

- Work involves management of specific service areas or specific programmes or providing professional expertise or commissioning of services with some integration with external partners.
- Generally has a direct responsibility for the financial management of specific service area.
- Jobs at this level operate with some discretion over resource allocation. Decisions taken are consistent with Council policies and procedures. There is managerial control exercised through the review of results.
- Can deliver in a political environment.

Haringey Values:

- Lives, and can articulate for others, our values: Human ▪ Ambitious ▪ Accountable ▪ Professional

Indicative Knowledge, Qualifications, Skills and Experience:

- Deep and detailed knowledge of principles and practices gained through extensive experience and development in a specific field.
- Degree level or equivalent qualification plus relevant experience.
- Membership of appropriate professional body by examination e.g. CIPFA, RICS or evidence of continuing professional development (CPD).
- Excellent communication skills.
- Ability to work with high level internal and external stakeholders.
- Ability to manage complex service delivery within a challenging and political environment.
- Understands the commercial context of the service they provide.
- Ability to exercise initiative and good judgement in delivering service and Council aims and objectives.

Leadership Qualities:

- Achieving Ambitious Outcomes** – Takes responsibility for the delivery agenda; planning activities and for achieving results. Typically looks 12 months ahead.
- Service Excellence** – Consistently strives to achieve the best for the community and residents. Focuses on quality in everything. Has a positive and dynamic approach.
- Thinks Differently** – Handles complex information. Comes up with a range of ideas and proposes well thought out solutions.
- Visible Leadership** – Leads service confidently; builds and supports teams. Understands the skills and capabilities of the team, provides feedback and encourages development.
- Work in Partnership; One Council** - Understands the value of working together. Looks to build relationships, share information and collaborate on important issues, to achieve better results.
- Open Communication** - Open, friendly, clear and confident. Adapts the way they communicate and can make an impact, influencing others and building support. Listens carefully to others to understand different views.

Job Specific Profile

Job Title and Service Area:
Head of Electoral Services Corporate Governance / Electoral Services
Role Purpose:
<ul style="list-style-type: none"> To lead and manage the Electoral Services Section to implement and develop systems for an efficient, effective and comprehensive electoral registration service. To act as Deputy Returning Officer in all elections and referenda. To help ensure compliance with electoral process standards as defined by the Electoral Commission.
Main Responsibilities (in addition to indicative accountabilities on generic profile):
<ol style="list-style-type: none"> To plan and supervise all processes relating to the completion of the revised electoral register, including the annual canvass, rolling registration, and the individual register. Lead role in the recruitment of electoral canvassers (50 for three months each year) To ensure that up-to-date and accurate absent voter, special category elector, overseas elector and jurors lists are prepared, maintained, distributed and comply with all statutory requirements. To keep abreast of new legislation and interpret and implement Representation of the People Acts, Electoral Administration, Political Parties and Elections Acts, other relevant legislation and statutory provisions as required. To advise on all electoral registration and electoral matters to Councillors, GLA Members, MPs, MEPs, political parties and council officers, as required. To take the lead role in the organization and administration of elections including overseeing the appointment and training of staff, booking of polling stations, organizing the count, preparation of stationery and equipment. To be the main contact during elections for candidates and their agents. Preparing and, receiving and checking the validity of nomination papers, advising the Returning Officer in respect thereof, and receiving and holding for inspection election expense return forms, marked registers, marked postal vote registers, and related records, including responsibility for the confidential disposal of such at the appointed times. To supervise the printing and appropriate dissemination of all registers, ballot papers, statutory notices, poll cards and like documents according to statutory provisions. Prepare instructions and guidance to staff on all matters relating to electoral registration and to develop and produce comprehensive training programmes for registration and electoral staff. To be the service review point of contact for enquiries or complaints from Councillors, GLA Members, Members of Parliament, party agents, the public, council officers, Electoral Commission and Government Departments. To be conversant with computerised (including telephone and online) electoral registration, postal vote statementing, data -matching and election administration systems both for local electoral purposes and in respect of supply of the register to statutory recipients. To keep under constant review polling stations, polling places and polling district boundaries and liaise with the Boundary Commissions regarding ward, parliamentary and borough boundaries when necessary. To liaise with all outside bodies on electoral registration and election matters including the Association of Electoral Administrators (AEA), Electoral Commission and their agents, Greater London Authority, Ministry of Justice and other Government Departments. Ensure the completion of statutory forms, statistics, data, etc relating to the electoral register, election results and election administration finance in order to comply with Electoral Commission Performance Standards, their agents, "London Elects" information requirements and the Office for National Statistics. Co-ordinate the preparation of replies to routine and other general correspondence addressed to the section. To represent the section at inter-departmental and other meetings including the Election Management Team and Corporate Management Group. Ensure that the provisions of the Data Protection Acts, with specific regard to the computerised office systems, are followed. Compliance with the Council's Health and Safety and Equal Opportunities Policies. To undertake other tasks consistent with the basic objectives of the post. To ensure a programme for implementation of the individual registration process as defined by the Political Parties and Elections Act 2009

Job Specific Profile

21. To be the Section's lead person on the opening of Absent Ballots and to supervise the staff involved therewith.
22. To support the Section's involvement in any external ballots including under the terms of the Local Government and Public Involvement in Health Act 2007.
23. As Deputy Electoral Registration Officer, responsible for determining all registration claims and objections, not subject to a hearing
24. To prepare documentation required in respect of any such hearing to be held by the Electoral Registration Officer
25. To act in any other related capacity as directed, especially in respect of the ONS Census where the post holder may be required to act as Census Liaison Manager

FINANCIAL RESPONSIBILITY:

26. Cost Centre Manager for all Electoral Services Cost Centres.
27. To manage the Electoral Services Budgets.
28. Authorising Officer in respect of Ministry of Justice approved income/expenditure
29. Authorising Officer in respect of Electoral Services approved income/expenditure
30. Calculation and authorization of annual canvasser payments

Knowledge, Qualifications, Skills and Experience (in addition to those on generic profile):

Abilities/Experiences

- Administration of all aspects of the electoral registration process and rolling registration
- Dealing with the administration of all types of elections including Parliamentary, European Parliamentary, GLA, Local Elections and referenda and BID ballots.
- Use of electoral registration and administration bespoke IT systems.
- Event management skills and experience within the context of a complex statutory framework
- Team leading and management and motivational skills and experience
- Financial monitoring and management experience

Qualifications (only if applicable)

- Membership of AEA desirable and either AEA (Cert,) or AEA (Dip) or willingness to study therefor.
- Demonstrable track record of professional training specific to the electoral field
- Educated to Degree standard or equivalent, preferably in a relevant field and with a Management Qualification

Knowledge/Skills

- A significant knowledge of statutory requirements related to electoral registration and elections
- Thorough knowledge of the principles and methods underpinning electoral registration and election administration
- A good knowledge and understanding of the Electoral Commission's and Central Government's extensive review and performance processes.
- Ability to manage, develop and motivate staff to provide a high quality and innovative level of electoral services
- Ability to plan, analyse and interpret data and undertake research projects
- Ability to work to strict deadlines under pressure
- Excellent oral and written communication skills
- Ability to pay close attention to detail

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 requires simultaneous working across a range of teams whether the "Core Staff" or the many standing and ad hoc groupings that deal with different aspects of the elections
- The post will take overall operational management of task-specific teams for various electoral purposes and will contribute to corporate teams and initiatives as required.

Job Specific Profile

Self-discipline and Organisation

- The person must be a self-starter as they are expected to take responsibility for delivering all aspects of electoral events.
- The person must have a high level of organizational ability as a canvass or an election is essentially large-scale event management set within a strict set of legislative guidance attempting to reach over 150,000 people

Networks and Partnerships

- Association of Electoral Administrators
- Enfield and Haringey London Assembly Constituency (therefore Enfield Council)
- "London Elects"
- Greater London Authority
- Ministry of Justice
- All Haringey Council Departments, providing assistance and support where necessary and appropriate
- Election Management Team
- The Jury Service
- Specialist Suppliers

Communicating Effectively and Appreciating Diversity

- This is especially vital given the particular diversity of Haringey's electorate and the post holder must be able to generate and implement initiatives to reach our many communities (in the widest sense) and languages

Innovation and Finding Solutions

- The post must be able to develop imaginative solutions for specific Haringey issues such as the management of the high electorate turnover workload
- In generic areas where there are legislative requirements but leeway in local application such as on disability access, giving the potential to "go beyond" and add value for our community.

Customer Focus

- All 170,000 Haringey Electors are our customers and the Register serves not only their democratic rights but also the Jury System and their Credit Ratings.
- We are both a front-line service with daily customer dealings and all the standards Haringey expects and a support / event management service.

Leading Change

- Immense and Continuing pace of change in electoral administration since 1999 with most recent major new Act 2013, bringing in entirely new and extra "Individual registration" system. This post will be responsible for developing solutions and operational implementation of such changes
- Many new procedures and systems introduced since comprehensive 2006 Act.

Managing People

- Core Team of 4- 7
- Ad hoc Election Management Team of 10 PO/SM level Managers
- Canvass Team Leaders – up to 7 for three months every autumn
- Canvassers – 50 for three months every autumn
- Polling Station staff – up to 400 on polling day
- Count staff – typically 160
- Event specific teams e.g. Postal Vote Opening, typically 12 in several sessions at each election

Political and Organisational Awareness

- Acute political awareness is necessary including absolute impartiality and objectivity in daily dealings with stakeholders including Agents, Candidates, Elected Members, MPs, MLA and MEPs.
- 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.

Dimensions:

Role reports to: Assistant Director

No. Direct reports: 6-15

Job Specific Profile

No. Indirect reports: 50 plus

Budget: £585,000, plus election specific budgets and possible grants

Main Contacts: The Electoral Registration Officer and her other Deputies; the Electoral Commission Regional Manager; the Monitoring Officer; the Section 151 Officer; the Election Management Team; the Corporate Governance Divisional Management Team; the Corporate Governance Team.

Key stakeholder relationships include: the Electoral Commission; the GLA; the AEA; Enfield Council; the Cabinet Office; specialist and print suppliers.

Other Information: The post is politically restricted.

Organisational Structure

