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| JOB DESCRIPTION |
| **DIRECTORATE:** CCS | DEPARTMENT: Legal & Governance  |
| JOB TITLE:Election Officer  | **POST NUMBER:**  |
| **REPORTS TO:**  Assistant Electoral Services Manager | **GRADE:** 6 |
| **JE REF:** 4263 | **PANEL DATE:** 10/09/2019 |
| **1.** | **MAIN PURPOSE OF JOB** To support the Assistant Electoral Services Manager by allocating tasks to Business Support Assistant(s) ensuring the delivery of the electoral registration requirements regarding the efficient and accurate compilation and maintenance of the Register of Electors as set out in legislation.To assist the Assistant Electoral Services Manager with all aspects of organising Referenda, Parliamentary, City of York Council, Parish Council and Police and Crime Commissioner Elections. *This is a politically restricted post pursuant to the Local Government and Housing Act 1989. Further details are provided in the Council’s recruitment and selection policy.* |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | Utilize thorough knowledge of electoral registration legislation and procedures, to provide robust advice on electoral registration and elections to senior managers, councillors, parish clerks, political parties and members of the public.  |
|  | ii | To be responsible for determining the validity of applications within the legal timeframe to register to vote, with the checking of sensitive personal data, including name, address, date of birth, National Insurance number and nationality as verified by the Department of Work and Pensions. |
|  | iii | Undertake, without supervision, further checks on failed applications to request evidence including passports or driving licences and handle sensitive information to progress applications that could not be verified by the Department of Work and Pensions through the statutory exceptions process. |
|  | iv | To supervise the day to day administrative tasks relating to maintaining an accurate register of electors, including the amendment or removal electors, querying applications that have failed verification with the Department of Work and Pensions, applications that require legal attestations, reviews or are otherwise incomplete and fail requirements of the legislation. |
|  | v | Responsible for ensuring arrangements are in place for booking of polling stations, delivery and collection of polling equipment and the payment of hire. |
|  | vi | To deputise for the Assistant Electoral Services Manager for internal meetings or regional meetings with North Yorkshire District Councils and North Yorkshire Police. |
|  | vii | To assist in the planning and administration of the annual canvass, including the recruiting and training of staff, the production of Household Enquiry Forms, entailing the sending of data to the print supplier and proof reading of forms. |
|  | viii | To ensure the on-going maintenance of the register of electors, including the supervision of data mining and data matching exercises both internal and external. |
|  | ix | To interpret electoral law, legislative changes and best practice to ensure the service achieves the statutory functions of electoral registration and elections. |
|  | x | To respond to level 1 complaints regarding electoral registration or election processes. |
|  | xi | To be responsible for maintaining an accurate electoral property database, liaising with Building Control Officers, the LLPG Custodian and other relevant stakeholders. |
|  | xii | To establish working relationships with the Electoral Commission, Cabinet Office, The Office for National Statistics, councillors, political parties, candidates, other bodies and internal departments to ensure statutory functions are delivered as directed in government guidance or framework of the law. |
|  | xiii | To deputise for the system administrator for the electoral registration and elections computer system (IDOX) in relation to all registration and election matters, liaising with the IT data base team and external supplier to ensure effective operation. To attend user group meetings as a representative of the local authority and administer access to the IDOX system by other teams in the council who have access to assist with customer queries or for the prevention of fraud. To provide user training to staff within the service and those other council teams who have access. |
|  | xiv | To provide support in any business continuity planning and, should the need arise, assist in ensuring the business recovery of key service in a 48 hour window. |
|  | xv | To assist with the checking of eligibility of Freemen for admission and the organisation of their admission in accordance with custom and the City Ordnance that permits the franchise. |
|  | xvi | To develop processes and systems, in line with statutory functions, for service delivery and identify areas for improvement. |
|  | xvii | To work in accordance with the City of York’s policies, procedures and all relevant legislation e.g. Health and Safety, Data Protection and Equal Opportunities. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: 0 Indirect: 0Responsible for the daily delegation of tasks and distribution of work areas for Business Support staff supporting the service.Supervise temporary staff employed during the annual canvass (80 staff) and at election time (500 staff) and ensure payment to those staff is undertaken. |
| **4.** | **CREATIVITY & INNOVATION*** To work unsupervised within the legal framework of electoral registration and elections, while able to use initiative in the management and allocation of workload to any temporary staff supporting the service.
* To be able to identify new initiatives and innovative solutions to meet the continuously changing challenges to the electoral registration legislation and to ensure that current and new working systems are in place for the service to meet all statutory requirements.
* To deliver and develop training to internal teams who support the service and temporary staff to ensure the quality of the service is effective and there is opportunity for self-development.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal** * Daily contact with the Assistant Electoral Services Manager with regard to the priories of the delivery of electoral registration and elections within the legal framework and statutory deadlines.
* To work closely with internal teams, including Business Support, Council Tax, Customer Contact Centre, creditors and ICT to ensure that all systems for electoral registration (and resulting queries) cause no disruption for the delivery of the service.
* To meet the Electoral Services Manager to provide information on electoral registration and election performance.

**External** * To provide detailed advice and guidance on policy and procedure in relation to Electoral Registration and Elections matters to Members of Parliament, parish councils and the public.
* Key relationships with external contacts and peers in North Yorkshire District Councils, The Association of Electoral Administrators, The Electoral Commission, Police/Crime Enforcement Agencies, Royal Mail, Credit Referencing/Financial Agencies, Political Parties, Cabinet Office and Jury Summonsing Board.
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|  **6.** | **DECISIONS – discretion & consequences*** Use judgment to plan and prioritise own workload and ensure consistent performance in relation to the work commitments.
* To make informed decisions on validity of applications received on the Individual Electoral Registration government portal, taking appropriate actions where the registration information provided is insufficient or may indicate the suspected of electoral fraud.
* Identify and report to the Assistant Electoral Services manager on training needs within the team and for appointed elections or electoral registration canvassers and provide the proper level of training and support to ensure a motivated and trained staff that meets performance requirements set down in legislation.

**CONSEQUENCES*** Responsible for decisions on the day to day delivery of the service. Required to use knowledge to make on the spot decisions which may sit outside of regular council processes.
* Ensure that all applications for registering to vote or postal votes are valid and comply with the relevant legalisation. Use technical and professional knowledge to ensure City of York Council, the Electoral Registration Officer and Returning Officer do not breach any statute, Act or Regulations.
* Assess and resolve complex problems with potential to cause a detrimental effect on the service and impact the council due to failure of a statutory function and subsequent criminal sanction.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value Approval of purchase orders £5KSpecialised election equipment and stationery £10K |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands: * The jobholder has a range of daily tasks, some non-routine and complex with statutory set deadlines, interruptions asn competing demands.
* Needs to be adaptable, working at different levels of authority and with staff of differing seniorities during key election periods, also in a multi-disciplinary environment.
* Electoral Services team operates in a pressured environment, particularly at elections and peak registrations periods, including during the annual canvass. There may be the need to work additional hours, sometimes at short notice (including weekends and evenings) as required to ensure statutory deadlines met. Staff will be compensated accordingly for additional hours.

Physical demands: The ability to physically manage election equipment in accordance with the requirements at election time. Working conditions: Office based, but with requirement to work at external locations unsupervised at election time for long periods. These locations can include external locations and buildings used as polling stations or count centre.Work context: * Possibly some exposure to abusive or aggressive language or behaviour.
* Ability to handle and deal with difficult or distressed visiting electors in person or telephone conversations regarding often contentious issues, with the ability to remain professional, composed and positive to resolve or explain the statutory situations to the elector.
* Very occasionally, where directed in legislation, there may be a need to visit electors in their homes or other locations.
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| **9.** | **KNOWLEDGE & SKILLS****Knowledge**A minimum of at least two years experience in an Electoral Services environment.Educated to ‘A’ Level or equivalent qualification (eg. NVQ Level 3, relevant to the service area) or equivalent level of experience.Be willing to study for or have been awarded the Foundation Course in Electoral Administation.Thorough knowledge of electoral registration and election legislation and protocols affecting the organisation and conduct of elections and electoral registration.A high level of interpersonal skills with problem solving ability for the challenges encountered in registration matters from the government portal and electors enquires.Knowledge and understanding of Microsoft software and specialist electoral registration and election software applications for specific work requirements.Possess a positive and enthusiastic customer-focussed approach with the ability to manage conflict situations and effectively engage with electors in regards to registering to vote, absence votes or on polling day.Experience of producing results to meet strict statutory deadlines.SkillsAbility to work effectively with a diverse team and introducing motivational ways of working to ensure delivery of successful elections and electoral registration.Ability to motivate a team of staff and to maintain good team spirit and demonstrate effective leadership skills.Deal with public with sensitivity in a challenging environment.Ability to schedule work and delegate clearly and effectively, providing support and prioritising where needed.Excellent interpersonal skills at all levels with excellent verbal and written communication skills.Ability to work effectively in a political environment and handle confidential issues discreetly and tactfully.Ability to keep information confidential and comply with strict GDPR and Representation of the People Regulations dedicated to the control of personal and sensitive data.Excellent ICT skills.Self-motivated with the ability to organise and prioritise conflicting workloads to meet strict deadlines.Ability to provide guidance and advice on electoral and election matters to the public, council officers, members of the council, members of parliament and political organisations.Possess a positive and enthusiastic customer focussed approach with the ability to manage conflict situations and effectively resolve issues. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Electoral Services ManagerAssistant Electoral Services ManagerOther jobs at this level; This job |

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| **Job Description agreed by:** | **Name:** | **Signature:** | **Date:** |
| Job Holder |  |  |  |
| Manager |  |  |  |