

Designation:	Elections Support Officer
Grade:	Stroud 3
Hours:	37 hours per week.
Location:	Ebley Mill
Job Purpose:	To provide support to the Democratic Services and Elections team, including first point of contact for customers
Responsible to:	Democratic Services and Elections Manager
Responsible for:	Some supervisory responsibility for temporarily assigned employees including the allocation and checking of work

KEY DUTIES

- ✓ To work together with colleagues to support the delivery of all Parish, District, County, Parliamentary and European elections and Referenda.
- ✓ Undertake the administrative tasks relating to the maintenance, publication and supply of an accurate Register of Electors dealing with the additions, amendments and removal of electors, absent votes, special category electors and queries.
- ✓ Provide frontline and a high level of customer care by responding to queries and complaints, explaining processes and resolving problems.
- ✓ Develop and support initiatives to encourage more residents to register and participate in the democratic process and assist with data matching and data mining to identify potential electors and maximise registration levels.
- ✓ Lead on the booking of venues to be used as polling stations.
- ✓ Lead on the appointment of election staff, stationery, equipment and training materials required for all elections, referenda and the annual canvass including carrying out stock taking and maintenance of all equipment.
- ✓ Lead on the supply of registers, monthly updates and other data to public bodies, MPs, councillors and internal departments, the sale of the full and open Registers.
- ✓ To participate and support in training and coaching of other members of the team and additional staff for canvass and elections.
- ✓ Ensure that document retention is kept up to date and filing systems for the service are current, correct and well maintained.
- ✓ Assist in developing procedures and best practices in response to changes in legislation.
- ✓ Assist with electoral and boundary reviews including, polling district, polling place, ward, county, parliamentary and community governance reviews.
- ✓ Provide financial support by inputting invoices for the service and raising purchase orders when required.

- ✓ To undertake any other duties that commensurate with the grade of the post, as may be required from time to time.
- ✓ To assist with providing the effective and sufficient support to the administration of all council meetings.

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

Prior to and during elections and the annual canvass the post holder will be required to work additional hours at evenings and weekends at short notice, with constraints on leave during elections and peak canvass periods.

SKILLS AND KNOWLEDGE

- ✓ Good general education or equivalent experience
- ✓ Excellent written and verbal communication skills
- ✓ Experience of working with the public
- ✓ Ability to gain knowledge and an understanding of electoral legislation, with a willingness to undertake and successfully complete Association of Electoral Administrators qualifications
- ✓ IT Literate
- ✓ Ability to manage own time and workload
- ✓ Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

COMPLEXITY AND CREATIVITY

- ✓ Respond to queries from members of the public and elected members

Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- ✓ Members of the Council
- ✓ Members and staff of other local authorities'/partner agencies
- ✓ Suppliers and contractors
- ✓ Members of the public
- ✓ MPs and MEPs

- ✓ Government bodies and the Electoral Commission
- ✓ Town and Parish Councils

Contact required in respect of well-established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

RESOURCES

Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

HMRC Mileage rates will apply.

GENERAL

To work with communities sometimes outside normal office hours, including weekends.

To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.

To work with colleagues across the organisation as required in support of organisational goals.

To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.

To undertake all training and development initiatives as required.

To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.

To work within the requirements of the Council's Environmental Policy and Management System.

To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.