

<b>Designation:</b>	<b>Elections Support Officer</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Responsible to:</b>	Democratic Services and Elections Manager
<b>Service Area:</b>	<b>Corporate Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Willing to study for Association of Electoral Administrator Certificate
- Minimum of 5 GCSE's (inc. Maths & English) or equivalent

### EXPERIENCE

- Experience of working as part of a team in a busy office environment
- Experience of working with various office software packages
- Experience of working in a customer facing role and able to deal efficiently and effectively with customers

### SKILLS & KNOWLEDGE

- Excellent customer service skills
- Excellent organisational skills
- Ability to work to tight deadlines under pressure
- Good time management skills with the ability to adapt to changing priorities and deadlines
- Ability to communicate clearly and effectively, both verbally and in writing
- Ability to work well within a team contributing towards a positive team spirit and healthy working environment
- Ability to effectively forward plan and take responsibility for your work

### PERSONAL ATTRIBUTES

- Must be enthusiastic, committed and determined to bring about continuous improvement through change
- Self-motivated and able to work on own initiative with limited supervision
- Willing to learn and take on extra duties and responsibilities when required

### OTHER

- Ability to work flexibly including evenings and weekends to ensure the electoral service is delivered effectively
- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### EXPERIENCE

- Experience of working within a political environment

- Able to demonstrate some relevant experience of working in elections, including administering electoral registration processes, developing polling schemes, production of election/referendum documents, the nomination process, issue, receipt and opening of postal ballots, polling day and counting arrangements and the various other tasks required for maintaining an accurate and complete Register of Electors and organising elections.
- Experience of working with electoral registration and election management IT databases.

## SKILLS & KNOWLEDGE

- Good working knowledge of IT systems relating to Elections administration and electoral registration and word processing packages
- Familiarity with Xpress Election Management System

## CORE COMPETENCIES

### 1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. **Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

### 3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

### 5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.