

Designation:	Democratic Services and Elections Support Officer
Grade:	Stroud 3 – 4 (Career Graded Post)
Hours:	37 hours per week
Location:	Ebley Mill
Job Purpose:	To provide support to the Democratic Services and Elections team and Policy team in the provision of high quality committee and member services and the efficient delivery of elections and electoral registration including first point of contact for customers.
Responsible to:	Democracy and Information Governance Officer
Responsible for:	Some supervisory responsibility for temporarily assigned employees including the allocation and checking of work

KEY DUTIES

Grade 3

- Provide frontline and high level customer care by resolving problems, responding to queries and complaints including the management of web boxes, post and telephone enquiries.
- General office duties, such as photocopying, filing and management of office supplies for the team.
- Ensure that document retention is kept up to date and filing systems for the service are current, correct and well maintained.
- Provide the Democratic Services and Elections Team with comprehensive administrative support as required.
- To support the Council in policy and project management with a variety of stakeholders.
- To assist in organising meetings, training and diary planning.
- Take accurate records of agreed actions at meetings ensuring they are written up and distributed in a timely manner.
- Facilitate public access to meetings, including processes for questions, petitions and public speaking.
- To effectively maintain the Civic timetable and support with organising events or functions as required.
- To assist with the development of and efficient use of the electronic committee services management system and other associated software.
- To support in all aspects and work together with colleagues to efficiently deliver all elections and referenda in the district including leading on projects as required.
- To support in all aspects of the effective delivery and planning of the annual canvass, identifier refreshes, polling district reviews and boundary reviews.
- To maintain an accurate Electoral Register including special categories and lead on the supply of the electoral register.
- To develop and support initiatives to encourage more residents to register and participate in the democratic process.
- Assist in developing procedures and best practices in response to changes in legislation.
- To undertake any other duties that commensurate with the grade of the post, as may be required from time to time.

Grade 4

- Assist in carrying out a range of research and policy development activity as may be required to include preparing reports and making recommendations.
- Assist in developing procedures and best practices in response to changes in legislation.
- To administer all council meetings, including arranging meetings; agenda and report preparation; producing minutes' / decision notices; and undertaking any necessary follow-up action.
- Lead on individual committee(s) as allocated by the Senior Democratic Services and Elections Officer.
- To lead and co-ordinate on the delivery of all elections and referenda.
- To lead and support as assigned in all aspects of the effective delivery and planning of the annual canvass, identifier refreshes, polling district reviews, boundary reviews and electoral register processes.
- To co-ordinate the delivery of projects, including research which encourages the engagement of local people in the democratic process and maximises electoral registration.
- To take a leading role in supporting the provision of services to councillors, including arranging the development programme for councillors and administration of members' allowances scheme.
- Provide procedural advice to members, departments, and the public in respect of decision making processes.
- To undertake any other duties that commensurate with the grade of the post, as may be required from time to time.
- Work with the team to continually improve the service, reviewing operational procedures, promoting democracy and making recommendations for change.

For both Grade 3 and 4 the post holder will be required to work additional hours at evenings and weekends at short notice prior to and during elections and the annual canvass, with further constraints on leave during elections and peak canvass periods.

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

SKILLS AND KNOWLEDGE

Grade 3

- IT Literate – strong IT skills.
- 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 and democratic services legislation, with a willingness to undertake and successfully complete Association of Electoral Administrators qualifications.
- Ability to manage own time and workload.
- Good organisational skills.

Grade 4

- 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.
- Ability and willingness to undertake work involving a variety of tasks.
- Ability to undertake research and analysis necessary to support the Council's initiatives.
- Excellent organisational skills.

- Experience of managing the election process.
- Experience of arranging public meetings, taking minutes and advising on procedural aspects of such meetings.
- A good understanding of administrative processes and systems and experience of supervising and co-ordinating delivery of services in connection with administrative processes, including supervision of staff when needed.
- Able to build positive relationships with stakeholders, officers and Councillors.
- Ability to use own initiative to complete tasks.
- Accurate minute taking skills.
- Ability to keep appropriate records, meet deadlines and ensure legal requirements are met
- A willingness to undertake and successfully complete one of the following certificate courses:
 - Association of Democratic Services Certificate in Democratic Services
 - Association of Electoral Services Certificate in Electoral Administration

COMPLEXITY AND CREATIVITY

- Respond quickly and efficiently to queries from members of the public and elected members
- Work requires the exercise of creativity within the general framework of recognised procedures.

Grade 4:

Creativity and innovation is essential to this role in order to deal with conflicting priorities and organisation of a wide range of activities in a timely manner.

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
- Managers and staff of the Council and of other local authorities'/partner agencies
- Suppliers and contractors
- Members of the public
- Government Bodies and the Electoral Commission
 - Town and Parish Councils

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.