

Designation:	Democratic Services and Elections Support Officer
Grade:	Stroud 3 – 4 (Career Graded)
Responsible to:	Senior Democratic Services and Elections Officer
Service Area:	Corporate Policy & Governance
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Willing to study for:
 - Association of Democratic Services Certificate in Democratic Services Knowledge
 - Association of Electoral Services Certificate in Electoral Administration
- 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 and ability to act on own initiative
- Able to demonstrate attention to detail
- Ability to work to strict 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

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 democratic and 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, 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 and democratic services IT databases
- Experience of organising training or events for groups
- Experience of working with elected Members

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
- An understanding of procedure and practice affecting local authority meetings and the Council's Constitution
- Working knowledge of co-ordination, preparation of Committee Agenda and Reports

PERSONAL ATTRIBUTES

- Professional demeanour and appearance

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, inline 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.

7. Equality and Diversity

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals.

You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs.

You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.