

# Role Profile and Specification – Electoral Services Manager

Service Area	Legal
Role Title	Electoral Services Manager
Location	Oxted/Agile
Reports to	Head of Legal and Monitoring Officer
Salary/Grade	M3
Duration/Hours	37 hours per week

## Service Area Purpose

Democratic and Electoral Services sits at the heart of the council. The team is responsible for running elections and electoral registration, ensuring that residents in Tandridge can vote at national and local elections and referendums. The team also supports Councillors and manages the decision-making process of the Council.

## Job Purpose

- To provide effective and efficient administration of electoral registration and elections

## Key Objectives

- To manage the electoral registration and election functions.
- To successfully deliver all types of elections and referendums in accordance with legislation and best practice guidance.

## Specific Responsibilities

- Manage the Electoral Services section and be responsible for the development of the team. Recruit and manage casual workers as required to assist with the administration of elections
- To be responsible for the administration of all elections including Local, Parliamentary, European, Police and Crime Commissioner, referendums and other statutory polls ensuring full compliance with legal requirements. To act as a Deputy Returning Officer with full powers at all elections.
- Manage the preparation, publication and maintenance of the Electoral Register and absent voter lists in accordance with statutory requirements.
- Develop and monitor project plans and risk assessments for elections and electoral registration projects. Coordinate and oversee the work of the election project team.
- Manage the budget for elections and electoral registration. To prepare and submit expenditure accounts to external organisations.

Electoral Services Manager

December 2025

- Recruit, manage, oversee training and offer support to up to 300 election workers at election time. This will include ensuring that all are paid appropriately.
- Develop detailed knowledge of the Electoral Management Software System and to support other staff on its use. To ensure that the system is upgraded and maintained as required.
- Undertake reviews of polling districts and polling places as required and lead other periodic electoral reviews.
- Ensure electoral registration and election processes remain customer focused by undertaking regular reviews, developing and implementing improvements as necessary.
- Provide advice and guidance to Councillors and other elected representatives, candidates and election agents on the interpretation and application of electoral law.
- Complete all necessary statistical returns and data to the Government, the Electoral Commission and other bodies.

### **General**

- To play an active part in the Democratic and Electoral Services team, including providing general support to the team.
- Research and undertake projects as required to support the work of the team.
- Raise purchase orders and arrange payment of invoices.
- To be aware of the rules around access to data and sharing data protocols and ensure there are no breaches of personal data.
- To understand and comply with the Council's Equal Opportunities and other statutory policies.

The above-mentioned duties are neither exclusive nor exhaustive and the successful candidate may be required to carry out such other duties as the Head of Legal and Monitoring Officer may from time to time reasonably required.

## **Person specification**

### **Qualifications / Education**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• At least one "A" level (graded C or higher), or its equivalent</li> <li>• Association of Electoral Administrators' Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in a relevant subject</li> <li>• Association of Electoral Administrators' Diploma</li> </ul>

### **Experience**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Previous experience of successfully organising, leading and managing national, Parliamentary, local elections and referenda ensuring that these complied with statutory requirements</li> <li>• Experience of managing an electoral services team</li> <li>• Experience in administration including report writing and interpretation of complex documents, legislation and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of successfully undertaking project work, including the development of project plans and risk assessments for elections and in relation to improving Electoral Services</li> <li>• Experience of working in a politically sensitive environment</li> <li>• Experience of setting high standards and ensuring staff work effectively and accurately</li> </ul>

<ul style="list-style-type: none"> <li>• Experience of recruiting, supervising and training staff</li> <li>• Experience of successfully prioritising work and producing accurate work within tight deadlines whilst working under pressure and high levels of scrutiny</li> <li>• Experience of dealing effectively with challenging customers in a professional manner and resolving any difficult issues</li> </ul>	
---	--

## Key Skills and Knowledge

Essential
<ul style="list-style-type: none"> <li>• Detailed and current operational knowledge of local government electoral registration and election/referendum processes and the main legislation, regulations and procedures</li> <li>• Thorough up to date knowledge of the issues relating to electoral reform</li> <li>• Ability to work under pressure and to tight deadlines.</li> <li>• Excellent attention to detail.</li> <li>• Ability to deliver high levels of stakeholder and customer service.</li> <li>• Ability to think innovatively and practically.</li> <li>• Proficient in MS Office.</li> <li>• Understanding of data protection.</li> <li>• Understanding of equality and diversity.</li> </ul>