Role Profile and Specification - Democratic & Electoral Services Officer

Service Area	Legal
Role Title	Democratic & Electoral Services Officer
Location	Oxted/Agile
Reports to	Democratic and Electoral Services Manager
Salary/Grade	This is a career graded post starting on Grade 1 and moving to Grade 2 and Grade 3 after satisfactory completion of work-based tasks and training.
Duration/Hours	Permanent/37 hours per week

Service Area Purpose

Democratic and Electoral Services sits at the heart of the council. The team is responsible for supporting Councillors and managing the decision-making process of the Council. The team runs electoral registration and elections, ensuring that residents in Tandridge are able to vote at national and local elections and referendums.

Job Purpose

- To assist the Democratic and Electoral Services Manager in delivering an efficient electoral service which complies with electoral legislation and meets the performance standards set by the Electoral Commission for electoral registration and elections.
- To assist in the compilation, maintenance and publication of the Register of Electors, and to undertake other administrative duties including the annual publication of the revised register.
- To provide assistance to the Democratic and Electoral Services Manager with all aspects of organising committees, facilitating the Council's member level governance arrangements and providing support and guidance to councillors.
- To assist with outreach initiatives to increase public awareness of electoral registration or democratic participation, particularly in under-represented groups

Key Objectives

- To carry out a range of activities to support the work of the Democratic and Electoral Services team.
- To provide effective service delivery to the Council's Chairman and Deputy Chairman.
- To support the organisation and administration of Council, Committee and Sub-Committee meetings.

- To undertake a programme of learning and development with a view to becoming fully trained in elections and democratic services.

Specific Responsibilities

Elections and electoral registration

Grade 1

- Assist with the preparation and publication of the Register of Electors and the monthly rolling register process within the statutory legal frameworks.
- Update and maintain, through the team's election management system, all information relating to the Register of Electors.
- Assist with maintaining absent voting records, processing absent voting applications and annual refresh forms.
- Prepare all relevant election documentation accurately and according to timescales, following the relevant templates and pro-formas.
- Carry out regular stock takes to ensure that all stationery and equipment is available in connection with elections, count and electoral registration.
- Assist with the recruitment, training, allocation and deployment of election staff including presiding officers, clerks, polling station inspectors, postal vote opening teams and count staff and all staff required for the annual canvass.
- To provide support throughout the election period, including working out of usual office hours, weekends and/or bank holidays as and when required.
- To support with planning and implementing the annual canvass.
- To undertake the processing of information received during the annual canvass.
- Assist electors and residents with queries relating to electoral registration and the annual canvass.

Grade 2

The tasks set out in Grade1 plus:

- Project manage the administration of local by-elections, including the drafting of the project plan and risk register.
- To lead on the refreshing and re-application of postal votes.
- To distribute the electoral register and absent voters lists to those who are entitled to receive a copy.
- Ensuring that elections IT systems are updated as required.

Grade 3

The tasks set out in Grade 1 and Grade 2 plus:

- Leading on specific elections and electoral services related functions (as allocated by the Democratic Services and Elections Manager, the Returning Officer, or Electoral Registration Officer) including the annual canvass, voter registration, the preparation and approval of elections stationery, polling places reviews, the recuperation of costs from other councils.
- Providing advice of a more complex nature to candidates, agents, the Returning Officer, presiding officers.

- Leading on the recruitment, training, payroll and support for temporary staff supporting elections activities.
- Ensuring that documented processes and procedures are up to date and effective, to ensure the delivery of a high-quality elections service.
- Monitoring of elections related budgets and the submission of statutory returns.

Committees and Council Chairman Duties

Grade 1

- To assist with the servicing of committee meetings, including arranging and managing meetings, creating agendas and producing minutes.
- To assist with the publication and preparation of the Council's funds to remain within the budget allocated to the Chair.
- Support livestreamed online meetings, using virtual platforms and/or the Council's technological systems installed in the Council Chamber.
- Attend meetings, some of which may be held in the evening and/or at venues away from the main Council offices.
- Assist with provision of services to councillors.
- Support arrangements for Member induction, training and development.
- To assist the Council's Chairman with diary management and event co-ordination, including attending meetings with the Chairman on a regular basis to keep up to date with ongoing events and requirements.
- Assisting with the planning and delivery of civic events, to include attending to guests, set up of location, clearing away and awareness of importance of event.
- To assist with the co-ordination of attendance of Councillors on Remembrance Sunday

Grade 2

The tasks set out in Grade 1 plus:

- To take on the full servicing of specific committees with minimal supervision, as assigned by the Democratic and Electoral Services Manager.
- To provide general constitutional advice to Members and Officers.
- Assist with ensuring the Council's governance and democratic processes are efficient, work effectively and support the Council's ambitions.

Grade 3

The tasks set out in Grade 1 and Grade 2 plus:

- Leading on more complex governance related functions including higher profile meetings, meetings where higher numbers of public attendance are anticipated, or where there may be a need for security, reviews of processes.
- Providing advice of a more complex nature to members, senior officers, members of the public.
- Leading on specific governance related projects for the team and corporately.

At Grade 2 and Grade 3 - Mentoring and training junior staff within the Democratic Services and Elections team.

At Grade 3 – investigating or responding to formal complaints at the first stage of the complaints process, under the guidance of the Democratic and Electoral Services Manager.

General (for all grades)

- Raise purchase orders and arrange payment of invoices.
- Make a positive contribution to team objectives.
- Providing general support to the Democratic and Electoral Services Team and to Councillors as and when required.
- Research and undertake projects as required to support the work of the team.
- 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 post holder may be required to carry out such other duties as the Democratic and Electoral Services Officer and the Democratic and Electoral Services Manager may from time to time reasonably require.

Person specification

Qualifications / Education

Essential	Desirable
• General education, minimum 5 GCSE's • GCSE 9-4/A*-C in Maths (or equivalent) • GCSE 9-4/A*-C in English (or equivalent)	• AEA Foundation in Electoral Administration or willingness to undertake • ADSO certificate in Democratic Services Knowledge or willingness to undertake.

Experience

Essential	Desirable
• Good inter-personal skills including tact and diplomacy with ability to maintain confidentiality. • Good administrative skills. • Experience of being adaptable and remaining calm under pressure in a working environment. • Experience of working independently and as a constructive team member.	• Experience of working at local or general elections. • Knowledge of Idox software system or similar software systems. • Experience of Mod.gov. • Experience of minute taking.

Key Skills and Knowledge

Essential
• Have good communication skills both oral and written, including good customer care skills and an excellent telephone manner. • Be able to engage with various stakeholders, councillors, colleagues and the general public. • Be able to work under pressure and to deadlines. • Have excellent organisational and time management skills. • Be able to work at high levels of accuracy and attention to detail and have the ability to manage various tasks and see them through to completion. • Have proficient IT skills in Microsoft office packages including Word, Outlook and Excel, with an ability to learn additional software as required. • Be able to work confidentially and in compliance with legislation and Council procedures. • Have the ability to take notes at meetings and use them to draft minutes. • The ability to remain calm and confident when dealing with challenging customers and environments and resolve issues and complaints by negotiation. • Understanding of the broad requirements of the data protection principles. • A commitment to equality and diversity.

Desirable
• Be physically able to lift and carry heavy equipment in accordance with manual handling advice.