

Job Description

Service:	Elections and Democratic Services
Job title:	Electoral Services Assistant
Grade:	D
Hours of work:	Full Time 37 hours
Responsible to:	Elections and Democratic Services Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	N/A

Purpose of Post:

The postholder will form part of a small team working closely with and supporting the Elections and Democratic Services Manager, Returning Officer and Electoral Registration Officer with the preparation, maintenance and publication of the Register of Electors, annual canvass and rolling registration and to assist in the organisation and administration of all elections and referenda held in Huntingdonshire.

Key Deliverables:

1. Assist in the compilation, maintenance and publication of an accurate and complete Register of Electors under Individual Electoral Registration for all properties in the District and assisting with the production, printing and publication of the electoral register within the prescribed timescale.
2. Assist with the organisation and delivery of UK Parliamentary, Combined Authority Mayoral, Local Government elections and any formal referendum for electors within the boundaries of Huntingdonshire, including the booking of polling stations, facilities and resources, issuing, receipt and opening of postal votes, preparation of ballot boxes, in compliance with the appropriate legislation.
3. Participate in initiatives to maximise electoral participation and improve levels of voter registration amongst those groups in the District that are underrepresented on the register of electors. This might include activity such as visits to colleges and care homes to promote registration.
4. Ongoing maintenance involving sorting, checking, data input, scanning and filing, following annual canvass of all households in the District, delivering the complex administrative work of the service due to changes of address or circumstances, requirements associated with processing postal and proxy voters and residents who do not respond to letters regarding electoral registration.
5. Other administrative functions such as the supply/sale of electoral registers and absent voter lists to permitted recipients, ensuring data security compliance, sorting and processing registration forms and assist with the processing of invoices regarding election and electoral registration activities.
6. Respond to phone, email and face-to-face enquiries from customers.
7. Provide assistance and guidance to councillors, officers and residents regarding electoral law and administration.
8. Manage the recruitment and appointment of polling staff, count staff and canvassers, assist with training and deployment of casual elections staff.
9. General clerical and administrative duties within the Team as required.
10. To undertake any other duties of a similar level and responsibility as may be required from time to time.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and in the weeks preceding elections it will be necessary for the post holder to work additional hours (this will include some evenings and weekends).

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	Essential 2 or more A Levels or some other relevant work-related qualification at NVQ Level 3 or above or equivalent demonstrable appropriate skill and knowledge level. Desirable Evidence of continuous training and personal development. Knowledge of local government and electoral services. Member of Association of Electoral Administrators. AEA Foundation or Certificate in Electoral Administration.
Experience Experience the person would need to do the job (E) Essential (D) Desirable	Essential Experience of call handling and working in a customer facing environment. Experience of working in a complex administrative environment, involving work requiring attention to detail and accuracy. Experience of data entry onto computer systems. Desirable Basic understanding of individual electoral registration and elections. Experience of providing advice in a political organisation to officers and members. Working in a regulated service following legislative requirements.

	Involved in previous election work i.e. undertaken role of Presiding Officer or Poll Clerk, Counting Assistant or postal vote issuing or opening.
Skills and Abilities Specific skills the applicant would need to do the job (E) Essential (D) Desirable	Essential Excellent verbal and written communication skills and commitment to providing good customer service. Excellent IT skills and proficiency in operating and maintaining databases. Ability to manage own workload and working with minimal supervision. Ability to effectively plan and prioritise competing work. Ability to work to tight, often restrictive, deadlines with a high level of accuracy. Ability to work flexibly to assist across the demands of a small team. Ability to work under pressure for condensed periods within statutory timescales. Flexible team player with the ability to react to work pressures as required and cope with changing demands. Ability to maintain political impartiality, maintain confidentiality and deal with sensitive information appropriately. Desirable Ability to work effectively with elected members, election candidates, senior managers, stakeholders outside the Council and all sections of the community. Knowledge and understanding of the Electoral Management software.

Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	Assisting the management of elections in accordance with the law to support the personal responsibility and liability of Returning Officer. A role that is distinct from their role as an employee. Inaccurate advice on electoral law could result in unlawful decisions being taken by the Council. This could result in an election petition being served on the Returning Officer leading to legal challenge. Supply and publication of confidential information through data breaches could affect the Council's reputation and could lead to legal challenge/costs. Ability to frequently interpret electoral law and electoral guidance to make difficult decisions on documents submitted as to their validity (including candidate nomination papers and registration applications requiring documentary evidence)
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Internal Communication (personal contact, written, telephone) with other services, i.e. Electoral Registration Officer, Returning Officer, local Members, Council Tax, Customer Services, 3C ICT and Address Management, 3C Legal, Democratic Services and Accountancy. External Candidates and agents for all elections, Town/Parish Councils (71), neighbouring authorities, media, colleges, care homes, landlords, polling station contacts/keyholders, electors, Electoral Commission, MHCLG, Association of Electoral Administrators, Credit Reference Agencies and electoral/elections suppliers. Internal customer contact 50%

	External customer contact 50%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Essential Positive, friendly, outgoing person able to communicate effectively with stakeholders from different backgrounds. Enthusiasm to learn and be a flexible team player able to support colleagues as required. During the annual canvass and in the weeks preceding elections, all members of the team must be willing and able to work outside normal office hours, evenings, weekends and bank holidays. An acceptance that annual leave may be restricted during election and annual canvass period (usually March – early May and October/November) and understanding that this will around the electoral services cycle of work. Ability to lift and carry objects up to 20kg (ballot boxes and other election materials) and stand, walk and move for extended periods. Hold a full UK driving licence and be able to travel to meet business needs where necessary.
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our

	decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.