

JOB PROFILE

Job Title:	Electoral Services Manager
Service Area:	Democratic Services
Grade:	10
Reporting Manager:	Democratic Services Manager/Returning Officer (RO)/Electoral Registration Officer (ERO)
Direct reports:	Electoral Services Officer x 2 Electoral Services Assistant Democratic Services Apprentice. Temporary staff as necessary for Elections (approx 400) and Canvass (6).

Job summary:

To lead and manage the Electoral Services Team and be responsible in fulfilling the statutory duties of the Returning Officer for the project planning, management and delivery of all types of elections and referenda, in accordance with legislation and Electoral Commission Guidance, acting as a Deputy RO with full power to carry out those duties.

To be responsible in fulfilling the statutory duties of the Electoral Registration Officer for the preparation, maintenance and publication of the Electoral Register in accordance with legislation and Electoral Commission Guidance, being the Council's appointed Deputy ERO.

To be responsible for encouraging maximum participation in local democracy and voting at elections.

Key responsibilities:

To be responsible for the organisation, planning, implementation and administration of all types of elections and referenda including Business Improvement District polls in compliance with legislation, Electoral Commission (EC) Performance Standards and Association of Electoral Administrators (AEA) guidance.

Devise detailed project plans and risk assessments for each electoral event. Including long term developmental projects. Determine the resources required to ensure the efficient running of the process.

Recruitment, training, deployment and management of staff (both core and temporary) for all types of elections, referendums, polls and canvass. To manage the electoral budget and resources.

Submit necessary accounts to the Elections Claims Unit (ECU) and other outside bodies, by the required deadlines.

Devise and implement a timetable for the successful Annual Canvass resulting in the publication of the Register of Electors (and monthly updates), keeping under review all policies and procedures to ensure that all statutory processes are completed according to law.

To provide and liaise with users of the service at all levels, both internal and external e.g. elected members, the public, staff, candidates, political parties, Electoral Commission, government departments etc. on matters relating to electoral services regarding legislation and process, providing procedural advice and guidance.

Co-ordinate and publish any required information, including although not limited to that under the Local Authorities (Referendums) (Petitions) (England) Regulations 2011.

Review and make recommendations on polling districts, places, polling stations and count venues and ensure compliance with access and health and safety regulations, including consultation with electors and other stakeholders, presenting the final report to Council.

To take a lead role in Community Governance Reviews and periodic Boundary Reviews, provide or co-ordinate the technical responses and contribute to the formulation of recommendations to Council on the submission and any subsequent input into the reviews, ensuring any changes are accurately reflected within the Electoral Management System.

Responsible for developing, maintaining and deploying systems and procedures to improve engagement and otherwise encourage participation by the public in the democratic process, including contributing to democratic awareness days, youth engagement and electoral awareness campaigns, working in partnership with the Committee, Member and Scrutiny Manager in developing these events.

Maintain knowledge of changing legal and statutory obligations, promptly updating management systems, documentation, processes and infrastructures to ensure compliance.

Dealing with (or assisting with as appropriate) any challenge or complaints related to electoral matters.

To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities.

Please follow this link to read your general responsibilities:

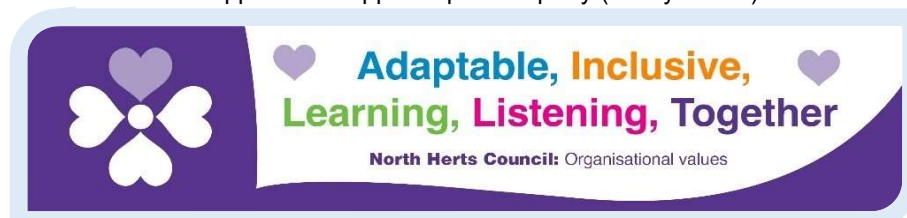
[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](#)

Political Restriction

This post is subject to political restriction, which are divided into two categories and relates to the post holder duties.

- Specified post, since the post holder would be required to deputise for the RO potentially at relevant committee and sub committee meetings to make formal reports, and provide additional policy advice, this constitutes a specified post within this criterion.
- 'Sensitive' posts, which meet one of both of the following duties related criteria:
 - Giving advice on a regular basis to the authority itself, to any committee or sub committee of the authority of any joint committee on which the authority are represented, or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive, or to any member of that executive who is a member of the authority.
 - Speaking on behalf of the authority on a regular basis to journalists or broadcasters.

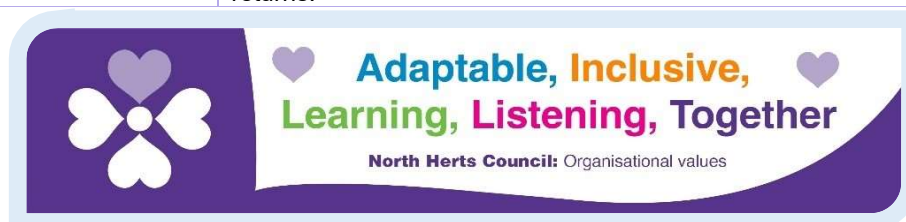
The post holder's role fits within both categories and is therefore prevented from having any active political role either in or outside the workplace. The postholder is automatically disqualified from standing for or holding elected office e.g. as a Local Councillor or MP. The postholder is also restricted from canvassing on behalf of a political party or candidate or speaking to the public at large or publishing any written or artistic work that appears to support a political party (in any media). It does not debar political



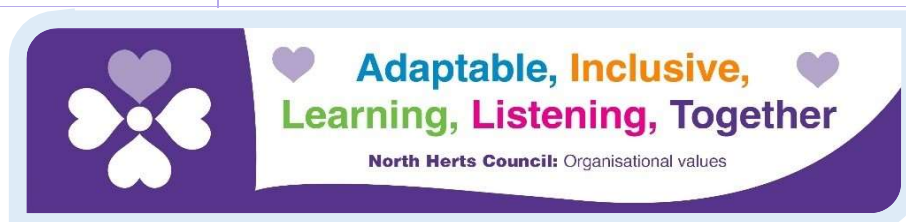
party membership, just active participation and endorsement. ***Whilst standing for or holding elected office as a Parish, Community or Town Councillor are not covered by these requirements, the postholder should not do so within the District.***

The postholder must therefore be aware that in accepting this post, they are required to confirm that they will conform with these political restrictions and that they will be included as conditions of their formal contract of employment with the authority.

Key Requirements:		Essential desirable
Qualifications:	Educated to GCSE standard or equivalent including English and Mathematics – Grades A-C, or 4-9	E
	A Levels or similar qualifications (A-E)	E
	AEA Certificate in Electoral Administration	E
	Willingness to undertake further training and personal development identified as appropriate to the role.	E
	AEA Diploma in Electoral Administration	D
Job related experience & knowledge:	Significant experience in the conduct of elections and other electoral events (to include parliamentary and local government elections).	E
	In depth working knowledge and understanding of electoral legislation and processes.	E
	Significant previous experience in the production and maintenance of the electoral register	E
	Significant experience working with Senior Managers, Senior Members including the Executive, both in a formal and day to day context.	E
	Significant experience of advising senior politicians and political party representatives.	E
	To be aware of the need to operate a value for money service and think creatively about how the service can be delivered.	E
	Experience of motivating and keeping staff focused during stressful and demanding times.	E
	Experience of working as part of a team.	E
	Experience of working within a politically sensitive environment where tact and diplomacy is essential to meet the diplomatic aspects of the role.	E
	Experience of devising and implementing working procedures	E
Previous experience acting as a DRO or Deputy ERO, organising or being involved in the organisation of elections, briefing and training staff, involvement in finalising payments through the Returning Officers accounts, recharges, statistical and financial returns.	D	



	<p>Experience of polling station reviews and electoral arrangements reviews (including governance reviews, boundary reviews, changes from elections arrangements).</p> <p>Significant experience of working in elections at a senior level.</p> <p>Demonstrably competent in the use of an Electoral Services Management system, including staffing portal.</p> <p>Knowledge and understanding of the recruitment and management of temporary staff including for the canvass and elections.</p> <p>Evidence of personal and organisational development to assimilate and develop new ways of working to meet changes in the law on elections and registration.</p> <p>Experience related to meeting electoral commission performance indicators and implementing service improvements to meet these.</p> <p>Experience of effectively managing teams to achieve agreed targets and standards, motivating and supervising as necessary.</p> <p>Experience of experimenting with new ways of working.</p>	<p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<p>Skills & attributes required for the role:</p>	<p>Competent in the use of Microsoft Office packages at an advanced level.</p> <p>Experience of undertaking “administrator” tasks on Electoral Management software, preferably Xpress.</p> <p>Experience of writing and presenting reports for Council Committees (Council and Committees).</p> <p>Significant experience in organising own workload.</p> <p>Proven experience of producing effective project plans and risk assessments for large scale complex projects and managing those projects.</p> <p>Experience of the monitoring and controlling budgets and external grant allocations.</p> <p>Experience of effectively managing staff to provide a high level of service.</p> <p>Experience of maintaining and following office procedures and systems.</p> <p>Experience of leading on pieces of work and/or projects and to think creatively to find solutions to challenges which may arise.</p> <p>Ability to present advice in a way which is constructive, comprehensible, pragmatic and helpful.</p> <p>Experience communicating and influencing effectively at all levels.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>



	Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role.	E
	Experience of using own initiative.	E
	Significant experience of working in high pressured work environments, working to strict deadlines with the minimum of supervision.	E
	Experience of interpreting legislation and applying new rules or developing new procedures to meet changes.	E
	The proven ability to motivate and keep staff focused and performing during stressful and demanding times.	D
Other:	Knowledge of major issues affecting local government and electoral matters.	E
	A commitment to continuous improvement in service delivery and to effective corporate working.	E
	Attending evening meetings and ability to work unsocial hours at peak times, as may be required.	E
	Member of the Association of Electoral Administrators and actively attend meetings.	E
	Knowledge of Parish Council functions and procedures.	D
	Full UK driver's licence and access / use of a vehicle.	E

Signed.....

Date.....

