

**Job Description**

**Electoral Services Manager**

*Final*

*Date: March 2024*

|  |  |
| --- | --- |
| **Job Description Reference Number – A 681** | **HR USE ONLY** |

**POST:** Electoral Services Manager

**DIRECTORATE:** Resources & Governance

**SERVICE:** Electoral Services

**BAND:** 9

**REPORTS TO:** Assistant Director Legal & Governance

**DIRECT REPORTS :** Electoral Services Officer

Electoral Services Assistant

Part-time Canvass Staff (casual - circa 40 on casual basis)

**FINANCIAL**

**ACCOUNTABILITY** £ 500k

**TYPE:** 1a) Hot desking in Basildon Centre

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

**MAIN PURPOSE**

The post holder will lead and manage the council’s electoral services team ensuring that statutory requirements are adhered to and managing the team in undertaking duties relating to the compilation, maintenance and supply of the register of electors for the Basildon Borough in accordance with the range of relevant legislation and guidance and other related and duties and reviews including community governance reviews and polling places reviews.

The postholder will be the technical expert for all matters relating to elections and electoral registration

The post holder will be responsible for the preparation and undertaking of the annual electoral canvass, supporting the Returning Officer in the organisation and efficient and effective delivery of all elections held in the Basildon Borough.

**GENERAL INFORMATION**

The post holder will be the council’s expert and have an in-depth understanding of legislation and issues relating to electoral registration and management of elections together with a comprehensive in-depth knowledge and understanding of the legislative framework that governs the electoral process and significant experience in these areas and shall be responsible for ensuring that the council complies with existing and new legislation.

**DUTIES**

1. Leadership and management of the electoral services team ensuring that recruitment, training, development, appraisal, performance, workload allocation, supervision, quality assurance, risk and other management activities are carried out effectively and in accordance with council policy to ensure effective service delivery.
2. Responsible for the compilation, maintenance and supply of the register of electors for the Basildon Borough and all other related electoral matters in accordance with the range of relevant legislation and guidance ensuring that all legislative requirements and deadlines are adhered to.
3. Maintain an awareness and understanding of legislative changes in connection with electoral registration and elections and develop and implement working practices and arrangements to ensure that the council complies.
4. Responsibility for ensuring that the annual electoral canvass is effectively undertaken through effective project planning and implementation and making all necessary arrangements, including appointment of canvassers, appointing print contractors and ensuring that the canvass is delivered in accordance with the budget and timescales and with high satisfaction levels.
5. Responsible for maintaining the register of absent voters and the undertaking of the annual postal vote refresh in accordance with statutory requirements and timescales.
6. To lead the conduct and implementation of all electoral, polling and community governance reviews in the borough.
7. Lead in the organisation and delivery of all elections and referenda held in the borough.
8. Responsible for preparation and submission of returns to the Electoral Commission including Performance Standards and information, as requested
9. To make arrangements for the employment of temporary staff for canvasses, referendums and elections, and provide appropriate training and guidance.
10. Interpret, develop and implement new working practices arising from legislative changes to ensure compliance and effectiveness
11. To deal with all complaints related to the service and effectively manage difficult situations and stakeholders.
12. Ensure the service operates as effectively and efficiently as possible through reviewing and streamlining working practices and the increased utilisation of IT.
13. Responsible for planning and management of the electoral services budget, ensuring services are delivered in accordance with the approved budget and effective budget monitoring and reporting is undertaken to identify and address any variances.
14. Responsible, as the Information Asset Owner for the effective operation and maintaining of the Council’s Electoral Management IT System and all personal data held therein ensuring compliance with relevant electoral and data protection legislation. Ensure the services processes and handles confidential information in accordance with data protection requirements and electoral legislation.
15. Develop effective relationships with other council services and partners to ensure effective use of data in maintaining an accurate electoral register as well as effective relationships with elected representatives, political parties and the Electoral Commission.
16. Ensure that the team responds to a wide range of enquiries from the general public, councillors and other officers of the council regarding the register of electors and elections in accordance with legislation and guidance and interpret legislation and guidance, as necessary and that all communication is of a high standard and in a timely manner.
17. Represent the Council at a range of relevant meetings outside of the council, as necessary.
18. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”.
19. Undertake all the duties within the framework of Equal Opportunities.
20. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.
21. You must ensure that you comply at all times with the General Data Protection Act, relating to personal information held by the Council. Any employee who mis-uses, accesses or discloses personal data relating to a living individual without checking that it is to be used for an authorised purpose relevant to the Authority, may be prosecuted in a Criminal Court, as well as facing disciplinary action

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title:** | Electoral Services Manager | **Date Prepared:** | Feb 2025 |
| **Department:** | Electoral Services | **Band:** | 9 |

|  |
| --- |
| **AF= Application Form** **I = Interview T= Test** |

|  | **REQUIREMENTS** | **Essential** | **Desirable** | **Assessed** |
| --- | --- | --- | --- | --- |
| **1.** | **EXPERIENCE AND KNOWLEDGE** |  |  |  |
| 1.1 | Experience and knowledge of effective development and maintenance of an Electoral Management System, and control of data held therein. | ✓ |  | **AF/I/T** |
| 1.2 | Experience of dealing with enquiries from the public and giving advice both over the telephone and on a face to face basis | ✓ |  | **AF/I/T** |
| 1.3 | In-depth understanding and knowledge of electoral services and elections management with substantial experience of working in an electoral services environment | ✓ |  | **AF/I/T** |
| 1.4 | An understanding of the political system in the UK and working within a political environment | ✓ |  | **AF/I/T** |
| 1.5 | In-depth knowledge and understanding of wide ranging electoral legislation and the ability to interpret legislation and guidance and develop relevant working practices | ✓ |  | **AF/I/T** |
| 1.6 | Experience of effective leadership and management of teams and individuals |  | ✓ | **AF/I/T** |
| **2.** | **COMPETENCIES** *\*Please delete as appropriate – 5-6 competencies needed (leave numbers as is, they fit with UCF framework)* |  |  |  |
| 1.2 | **LEADING AND SUPERVISING**   1. Provides others with clear direction 2. Sets appropriate standards of behaviour 3. Delegates work appropriately and fairly 4. Motivates and empowers others 5. Provides staff with development opportunities and coaching 6. Recruits staff of a high calibre | ✓ |  | **AF/I/T** |
| 3.1 | **RELATING AND NETWORKING**   1. Establishes good relationships with customers and staff 2. Builds wide and effective networks of contacts inside and outside the organisation 3. Relates well to people at all levels 4. Manages conflict 5. Use humour appropriately to enhance relationships with others | ✓ |  | **AF/I/T** |
| 4.2 | **APPLYING EXPERTISE AND TECHNOLOGY**   1. Applies specialist and detailed technical expertise 2. Develops job knowledge and expertise through continual professional development 3. Shares expertise and knowledge with others 4. Uses technology to achieve work objectives 5. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity 6. Demonstrates an understanding of different organisational departments and functions | ✓ |  | **AF/I/T** |
| 6.1 | **PLANNING AND ORGANISING**   1. Sets clearly defined objectives 2. Plans activities and projects well in advance and takes account of possible changing circumstances 3. Managers time effectively 4. Identifies and organises resources needed to accomplish tasks 5. Monitors performance against deadlines and milestones | ✓ |  | **AF/I/T** |
| 6.2 | **DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS**   1. Focuses on customer needs and satisfaction 2. Sets high standards for quality and quantity 3. Monitors and maintains quality and productivity 4. Works in a systematic, methodical and orderly way 5. Consistently achieves project goals | ✓ |  | **AF/I/T** |
| 7.2 | **COPING WITH PRESSURES AND SETBACKS**   1. Works productively in a high pressure environment 2. Keeps emotions under control during difficult situations 3. Balances the demands of work life and personal life 4. Maintains a positive outlook at work 5. Handles criticism well and learns from it | ✓ |  | **AF/I/T** |
| **3.** | **EDUCATION AND TRAINING** |  |  |  |
| 3.1 | Good standard of education, including in Maths and English grades A-C / 9 -6 | ✓ |  | **AF/I/T** |
| 3.2 | Association of Electoral Administrators Certificate in Electoral Administration | ✓ |  | **AF/I/T** |