

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Electoral Services Officer	Grade: 4/5/6/S01 linked grade
Section: Electoral Services	Directorate: Chief Executive
Responsible to following manager: Deputy Electoral Services Manager	Responsible for following staff: N/A
Post Number/s:	Last review date: October 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

The role of the Electoral Services Officer is to provide support to the Head of Electoral Services and the team, with the effective and efficient delivery of the electoral registration process, all elections, referenda, Statutory ballots and periodic reviews to specific and ad hoc timetables. The Electoral Services Officer will also provide administrative and technical support.

Specific Duties and Responsibilities

1. Assist the Head of Electoral Services and the team with the effective and efficient delivery of the electoral registration process, annual canvass, all elections, referenda, statutory ballots and periodic reviews.
 - 1a Assist with the preparation, compilation, publication and distribution of the Register of Electors
2. To undertake the day-to-day administrative tasks relating to maintaining an accurate register of electors, including processing the addition and removal of electors both online and paper format under Individual Electoral Registration (IER). Process applications that have failed verification or are otherwise incomplete.
3. To undertake assigned duties in the preparation of Elections and Referenda as part of a dedicated team dealing with a full range of statutory activities which include the planning and conduct of all elections and referenda, including recruitment, training and allocation of polling station staff. Assist with the identification and accessibility of polling stations, negotiation of contracts with key holders and fitting up of polling stations as prescribed in the election timetable, ensuring all statutory deadlines are met.
4. Awareness of the law and regulations in relation to electoral services including the new regulations covering Individual Electoral Registration (IER).
5. To undertake general office duties including developing and maintaining office systems, updating the website, responding to telephone messages, email and written correspondence, processing incoming post, sending out letters/forms, photocopying and ordering stationery and equipment in preparation for the annual canvass and elections.
6. Undertake duties with the preparation and organizing of the annual canvass and election training materials and maintain and update staffing lists as required. Carry out stock taking and maintenance of all equipment.

7. Input, maintain and retrieve elector registration records using computer and manual systems, verifying the accuracy of information held.

8. To deal effectively with internal and external customers, including routine enquiries from members of the public, which could be face to face, receiving and responding to incoming communication e.g. general telephone calls, emails and resolving general enquiries at first point of contact, wherever possible.

9. Liaise with electoral software company regarding reporting system problems

10. Any other duties which are in line with the grade and general level of responsibility of the post.

Specific details above are given to provide additional clarity on the responsibilities of this particular job but does not count towards the evaluation. In addition, key objectives, performance indicators and targets for the next 12 months are regularly set as part of the appraisal process.

Scale 5 - All of the above plus

1. Manage specific projects, provide statistical, verbal and written reports relating to the electoral register and election results, including collating information required to meet local and national performance indicators.
2. Assist with recruitment appointment and training of all election and canvass staff.
3. To support the Deputy Electoral Services Manager with the preparation of training materials and the delivery of training to all election Polling Station and Annual Canvass staff
4. Assist in the supervision and monitoring of casual canvass staff
5. Assist with electoral awareness campaigns including the design of registration forms, canvassing materials and support publicity and other campaigns to encourage public awareness and voter participation.
6. To maintain absent voter lists including processing, checking and filing. Undertake other electoral services work in relation to the processing and checking of IER registration forms.
7. Assist with team meetings, agenda and meeting notes.

8. Maintain and update office procedures
9. Keep up to date and be conversant with regulations in relation to electoral services including the new regulations covering Individual Electoral Registration (IER).

Scale 6 – All of the above plus

1. Undertake the main duties of the post with limited supervision, and able to work on own initiative.
2. Participate in and contribute to the development and implementation of procedures to improve involvement in the democratic process, including promotional / educational visits to local community groups and to schools/ colleges.
3. To assist with the day-to-day preparation, compilation, publication and distribution of the register of electors and other published lists in accordance with statutory provisions referring any complex queries to the Deputy Electoral Services Manager.
4. To organise and assist in undertaking all aspects of the recruitment process for election staff as directed by the Deputy Electoral Services Manager.
5. To assist with the recruitment and training of temporary election and canvass staff
6. To assist with the registration of special category electors such as service and overseas electors, crown servants and local connection, including the acknowledgement and authorisation of all relevant documentation referring any complex queries to the Deputy Electoral Services Manager.
7. To assist with the secure storage and destruction of all statutory documents.
8. Assist in arranging the sale of published documents, public access to the register and replies given to enquiries from personal visitors & telephone callers in accordance with Electoral Commission Guidance and Council policy.
9. Assist the Deputy Electoral Services Manager with his/her duties as and when required and any other duties which are in line with the grade and general level of responsibility of the post.

Scale S01 – All of the above plus

1. Deals with enquiries (written, e-mail, faxes, telephone or in person) on a regular basis with public representatives and agencies including Members of Parliament, Council Members, GLA Members, other Council Services, officers of other local authorities, private companies, political parties, candidates, Electoral Commission, Cabinet Office, Office for National Statistics, Association of Electoral Administrators, and local community groups. Deals with own correspondence and refers only very complex cases to Deputy Electoral Services & Head of Electoral Services.
2. To be responsible for the day-to-day preparation, compilation, publication and distribution of the register of electors and other published lists in accordance with statutory provisions referring any complex queries to the Deputy Electoral Services Manager.
3. To be responsible for the registration of all other category electors, European Union Citizens, Overseas Electors, Lords, Service Voters, Crown Servants, Mental Patients, Homeless and Anonymous, including the acknowledgement and authorisation of all relevant documentation referring any complex queries to the Deputy Electoral Services Manager.
4. To lead co-ordinate and participate in the development and implementation of procedures to improve involvement in the democratic process, including the organisation of promotional / educational visits to local community groups and to schools/ colleges.
5. To ensure secure storage and destruction of all statutory documents and to organise the inspection of such documents as required.
6. Assists with the supervision and training of temporary, agency administrative support staff
7. Assists with electoral and boundary reviews, including, polling district, polling place, ward, borough, and parliamentary constituencies.
8. Assists with the promotion, registration and canvassing of all special canvass accommodation residential homes, sheltered housing, Hospitals and Student Halls of Residence.
9. Assists with the statutory returns ensuring statistical returns are provided to government departments, and performance standards for both electoral registration and Returning Officer election returns are provided to the Electoral Commission and external auditors as required.
10. Assists with developing, monitoring and reviewing the performance and quality standards, ensuring that service requirements are met in relation to the

Council's Corporate Performance and Business Continuity Plans. Assists with the monitoring and logging of complaints, comments and suggestions received under the Council's integrated procedure and that they are logged, monitored and proposals are outlined for the improvement to service and election delivery once investigated and responded to.

These are the key responsibilities as currently defined. Although there is an attempt to list them in priority order, priorities are subject to change and post holders should not place permanent emphasis on the location of the task within this job description.

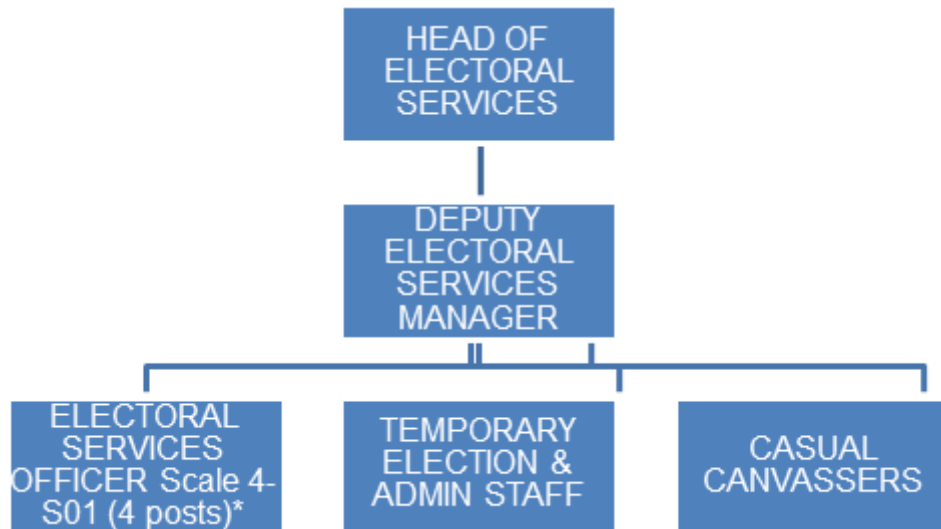
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

1. Prior to and during elections and the annual canvass the post holder will be required to work additional hours at evenings and weekends and unsocial hours at short notice to ensure that statutory deadlines are met.
2. To be prepared to assist with manual handling tasks such as moving ballot boxes and other election and canvass equipment.
3. Agreement to restrict leave during the main electoral canvass period (September to December) and at election times.

Team structure



Person Specification

Job Title: Electoral Services Officer	Grade: 4/5/6/S01 linked grade
Section: Electoral Services	Directorate: Resources
Responsible to: Deputy Electoral Services Manager	Responsible for: N/A
Post Number/s:	Last Review Date: October 2025

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation.

Person Specification Requirements - Scale 4/5/6/S01	Assessed by A & I/ T/ C (see below for explanation)	Essential/ Desirable
Knowledge		
Knowledge of IER (Individual Electoral Registration) laws and regulations (eg Representation of the People Act, election law and Statutory requirements)	A / I	D
Understanding of the Data Protection Act and ability to demonstrate an understanding of how to handle confidential information	A / I	E
Experience		
Experience of organising prioritising and managing own work load	A / I / T	E
Experience of updating, developing and maintaining databases and record keeping systems including accurately recording and inputting information within agreed timescales	A / I / T	E
Experience of working in an administrative capacity and developing productive relationships working with others	A / I	E

Skills		
To be able to use a wide range of MS Office packages, including Word, Excel and PowerPoint	I / T	E
Good time management skills and ability to adapt to changing priorities and deadlines.	A / I	E
Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals in accordance with the Council's agreed standards for customer care.	A / I	E
Ability to write letters and produce statistical information	A / I	D
Qualifications		
For Scale 6 - Studying for or willingness to undertake and complete the AEA Foundation Course	A / I	E
For Scale S01 - Studying for and complete the AEA Certificate	A / I	E
Other		
For Scale 6 – confidence and ability to undertake presentations to a wide range of audiences using power point presentations	A / I	E
For S01 – To be able to organise, prepare and deliver training and presentations to a wide range of audiences.	A / I	E
Flexibility and willingness to work outside of office hours and restrict leave during elections and annual canvass	A / I	E