**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Deputy Electoral Services Manager - Richmond | **Grade**:  PO4 |
| **Section:**  Electoral Services | **Directorate:**  Chief Executive’s Group |
| **Responsible to following manager:**  Head of Electoral Services | **Responsible for following staff:**  Electoral Services Officers |
| **Post Number/s:** | **Last review date:** 28th March 2025 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Electoral Services at Richmond and Wandsworth Councils operate as two separate council services, you will be supporting Richmond. The Electoral Services and Elections team work closely together as part of the Assistant Chief Executive’s division at the heart of the organisation

The Deputy Electoral Services Manager will deputise for the Head of Electoral Services in his/ her absence. The role also has responsibility for the management of all Electoral Services staff and has a lead role in the organisation of elections and referendums and periodic electoral and boundary reviews.

**Specific Duties and Responsibilities**

1. To deputise for the Head of Electoral Services, including providing information and reports on service provision and recommendations for policy change, to senior managers and the Council on all electoral matters and contribute effectively to working groups within the Directorate and the Council as required.
2. Take a leading role in the organisation of elections and referendums including:

a) the management and delivery of absent votes

b) the provision and co-ordination of polling stations

c) the provision of Candidates and Agents information

d) oversee the preparation & presentation of election staff training

1. To organise the election Nomination and Count processes including the planning and preparation for the counting and adjudication of votes.
2. To be responsible for the supervision, training, development, performance management and health and safety of staff supervised directly in the electoral services section; to prepare work instructions; to allocate and check the quality of work in the team; provide learning opportunities; to establish maintain and develop effective working relationships; manage risk; develop and implement operational plans for areas of responsibility.
3. To oversee the recruitment, training and supervision of polling station, postal vote, count and casual canvass staff.
4. To support the Head of Electoral Services with arrangements for dealing with statutory periodic reviews such as the review of electoral boundaries and Polling District and Polling Stations reviews.
5. Assist the Head of Electoral Services with the monitoring and control of electoral budgets.
6. To assist the Head of Electoral Services with the management of contracts with suppliers to ensure that standards/deadlines/targets are met.
7. Ensure effective controls for access to the Register by authorised staff of the authority, in compliance with electoral law and Electoral Commission guidelines.
8. To be responsible for updating content on the Electoral Services Website and to advise and assist with the training of contact centre staff.
9. Support the Head of Electoral Services with the co-ordination of registration and election publicity campaigns and engagement initiatives.
10. To be responsible for monitoring a variety of electoral and registration initiatives / policies using data analysis and stakeholder feedback to improve service delivery.
11. Develop and maintain a thorough knowledge of electoral law and practice and keep up to date with relevant proposed new legislation, attending relevant training courses, workshops and meetings.
12. To be responsible for the preparation of all statistics, benchmarking and other data relating to the electoral register and election results, including collating information required to meet Electoral Commission Performance Standards.

1. To deal with the more complex correspondence, telephone and personal enquiries on registration and election matters and ensure all enquiries are responded to promptly and accurately within the council’s agreed timescales and ensure that all escalated complaints and queries are resolved in accordance with the Council’s complaints procedure.
2. To carry out his / her responsibilities with due regard to the Council’s equality and diversity and health and safety policies.
3. Ensure that Electoral Services staff are fully aware of their accountability for Data Protection and Freedom of Information issues.
4. To support the Head of Electoral Services with the effective maintenance and development of all the electoral software and IT systems, including the training of staff in its use; advising the Head of Electoral Services on the need to upgrade and /or improvements or acquisition of new systems to improve efficiency or the quality of service.
5. To assist with the management of the electoral property database and ensure data standards compliance.
6. To be responsible for developing, implementing and evaluating cost-effective strategies for increasing electoral participation. Including a programme of information / publicity initiatives to raise awareness about electoral registration, elections and the democratic process leading to greater levels of voter registration and public engagement.
7. Any other duties which are in line with the grade and general level of responsibility of the post.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the BSP’s policies, 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 role within the council.
* The BSP will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

1. Place of work – **Twickenham Civic Centre**. Electoral Services is a front-line service and whilst some hybrid / flexible working is possible, this post holder is expected to spend significant periods of time in the office, especially in election and other busy periods, in order to undertake their management role.
2. 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.
3. To be prepared to assist with manual handling tasks such as moving ballot boxes and other election and canvass equipment.
4. Agreement to restrict leave during the main electoral canvass period (September to December) and at election times.

**Team structure**

**Person Specification**

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**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Good working knowledge of relevant legislation, organisational policies and procedures, codes of practice and guidance relating to the management of elections and the electoral registration process. | **X** |  | **A/I** |
| Good working knowledge of the Representation of the People Act, election law and statutory requirements | **X** |  | **A/I** |
|  | **X** |  | **A/I** |
| Understanding of the legal, political and financial framework within which local government operates, and of its role within the local community. | **X** |  | **A/I** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of working in a supervisory/management role in electoral administration | **X** |  | **A/I** |
| Experience of working with both electoral registration and election management IT databases, e.g. Xpress. Experience using Xpress software would be desirable, but it is not essential | **X** |  | **A/I** |
| Proven experience of leading and motivating a team to deliver a high-quality customer focused service under pressure to meet statutory deadlines | **X** |  | **A/I** |
| Experience of planning and organising staff workload within a team | **X** |  | **A/I** |
| Experience of producing clear and concise written communication and reports. | **X** |  | **A/I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Proficient skills in Microsoft office including Excel and PowerPoint | **X** |  | **A / I** |
| Able to take the lead with registration or election project work with minimal supervision. | **X** |  | **A/I** |
| Must have a good level of communication skills when dealing with the public, Councillors, candidates, election agents and officers within the Council. | **X** |  | **A/I** |
| Experience in outreach and public engagement work in electoral registration and elections or similar | **X** |  | **A/I** |
| You must have a good level of responding at a high level to written, telephone and face to face enquiries from members of the public and other organisations. | **X** |  | **A/I** |
| Ability to make PowerPoint presentations to a wide range of audiences. | **X** |  | **A / I** |
| A team player working with a variety of internal and external clients. | **X** |  | **A/I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| To possess/studying for/willing to study for the Certificate in Electoral Administration. | **X** |  | **A/I/C** |
| To be a member of the Association of Electoral Administrators |  | **X** | **A/I/C** |
| A willingness to attend training as required | **X** |  | **A/I/C** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**