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

**Job Description**

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| **Job Title:** Electoral Services & Elections Officer | **Grade**: SO1/SO2 linked grade |
| **Section:** Electoral Services (Wandsworth) | **Directorate:** Chief Executives Dept |
| **Responsible to following manager:** Head of Electoral Services & Elections | **Responsible for following staff:**  Temp election staff and canvassers |
| **Post Number/s:** A0908 | **Last review date: Aug 2025** |

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

This role is employed under the Better Service Partnership [BSP] between Wandsworth and Richmond Councils. The overall purpose of the BSP 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.

The BSP 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.

Please note that within the context of the BSP Electoral Services at Wandsworth and Richmond Councils operate as two separate Services.

**Job Purpose**

To provide support and assistance with the delivery and discharge of all duties relating to electoral registration and election administration on behalf of the Chief Executive Officer (CEO) in their role as Electoral Registration Officer (ERO) and Returning Officer (RO). These will be done in accordance with all the various rules and regulations under the guidance of the Head of Electoral Services and Elections.

To deliver excellent customer service at all times to help maintain the high levels expected of the service.

**Specific Duties and Responsibilities**

**SO1**

1. Assist the Head of Electoral Services & Elections with the effective and efficient delivery of the electoral registration process, annual canvass, all elections, referendums, statutory ballots and periodic electoral reviews.

2. 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 & Elections Manager.

3. To undertake the day-to-day administrative tasks relating to maintaining an accurate register of electors, including processing the addition and removal of electors via both online and hard copy applications. Process applications that have failed verification or are otherwise incomplete. Assist with all procedures and administration connected with the daily checking of applications for registration and absent voting.

4. To undertake assigned duties in the preparation of Elections and Referendums as part of a dedicated team dealing with a full range of statutory activities.

5. Awareness of the law and regulations in relation to electoral services including the regulations covering Individual Electoral Registration and the Elections Act 2022.

6. Undertake duties associated with the preparation and organizing of the annual canvass and election training materials and maintain and update staffing lists as required.

7. To deal effectively with internal and external stakeholders, including routine enquiries from members of the public, which could be face to face or receiving and responding to incoming calls and emails. Resolving general enquiries at first point of contact, wherever possible.

8. 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.

9. 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 and colleges.

10. To assist in maintaining absent voters lists including processing within the EROP system. Undertake other electoral services work in relation to the processing and checking of absent voting applications.

11. To assist with the registration of special category electors such as service and overseas electors, crown servants and declarations of local connection, including the acknowledgement and authorisation of all relevant documentation referring any complex queries to the Deputy Electoral Services Manager.

12. Undertake the main duties of the post with limited supervision, and able to work on own initiative.

13. Undertaking where necessary or requested, relevant training in all matters relating to the post holder's duties and responsibilities.

14. To provide other general clerical, and administrative support to the service as required.

15. To undertake other duties commensurate to the grade 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 S02 – All of the above**

1. To support the Deputy Electoral Services & Elections Manager (DESEM) with the preparation of training materials and the delivery of training to all Polling Station and Annual Canvass staff.
2. Assists with all procedures and administration connected with the daily processing of applications for registration and absent voting. Assists with the initial checking of the printed register to ensure accuracy and incorporates additional information, correcting data as necessary. Responsible for collating and distributing registers and absent voters lists to internal and external agencies.
3. Assists with all special canvass accommodation of residential homes, sheltered housing, Hospitals and Student Halls of Residence. Responsible for all other category electors, European Union Citizens, Overseas Electors, Lords, Service Voters, Crown Servants, Mental Health Patients, Homeless and Anonymous electors.
4. Liaises with Local Land and Property Gazetteer Services, Street Naming and Numbering Officer and Royal Mail and imports data updating the Election Management System property data base. Carries out site visits as and when necessary on property related issues.
5. Assists with certain financial aspects of the Service dealing with income received for electoral register sales, marked register sales, maintaining detailed financial records and check accuracy of invoices received for services purchased. Assists with the calculation of payments due to all canvass staff. Assists with monitoring and ordering office stationery and equipment for the Service.
6. Assists with the prevention and detection of electoral malpractice to ensure electoral integrity. Works closely with other Council Departments for the prevention of fraud aimed at the Council by providing the relevant information, subject to the appropriate legal requirements being met, and applies same principle to external bodies that are covered by statutory regulations.
7. Assists with electoral and boundary reviews, including, polling district, polling place, ward, borough, and parliamentary constituencies.
8. 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.
9. 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.
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

**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**

* Prior to and during elections and the annual canvass the post holder may be required to work additional hours at evenings and weekends and unsocial hours at short notice to ensure that statutory deadlines are met.
* Agree to restrictions on annual leave during the electoral canvass period and at election times.

**Team structure**

A diagram of a company

AI-generated content may be incorrect.

**Person Specification**

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| --- | --- |
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| **Responsible to:**  Head of Electoral Services & Elections | **Responsible for:**  Temp election staff and canvassers |
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**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. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| 1. Good working knowledge of electoral law and electoral procedures | **X** |  | **A & I** |
| **Experience** | **Essential** | **Desirable** | **Assessed** |
| 2. Experience of working in electoral administration or an elections environment. | **X** |  | **A & I** |
| 3. Experience of organising, prioritising and managing own work load. | **X** |  | **A & I** |
| 4. Experience of using a bespoke electoral software system. |  | **X** | **A & I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| 5. Ability to work accurately under pressure to meet statutory deadlines | **X** |  | **A & I** |
| 6. Good verbal and written communication skills | **X** |  | **A & I** |
| 7. A team player working with a variety of internal and external clients. | **X** |  | **A & I** |
| 8. To be able to use MS Office packages, including Word, Excel and Outlook. | **X** |  | **A & I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| 9. Qualification or foundation in Electoral Administration or a willingness to work towards them. | **X** |  | **A & I** |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**