**Job title:** Electoral Services Canvasser **Section/Department:** Electoral Services **Responsible to:** Electoral Registration Officer

# Purpose of the post

We are preparing for the Annual Canvass in which every residential property must respond to their compulsory "household enquiry form" (HEF) which will be issued to all households in July. The information provided will be used to produce a revised Electoral Register to be published by 1 December 2019.

The electoral register has been around since 1832. The old system required a ‘Head of household’ to submit an application on behalf of all those resident at an address. In 2014 the system of electoral registration changed to Individual Electoral Registration (IER) with individuals making an application to register. This system was put in place to improve the accuracy of the register. An on-line application process was also introduced to make registration quicker, easier and more secure.

The HEF will contain the details of all those in the household who are currently registered to vote. Properties with no registered electors will also receive a HEF. We will ask all households to confirm that the details of those living at that address and registered to vote are correct or, if the property is empty, state the reason why. Anyone in the household can respond by phone or text for no changes, using a dedicated on-line service, or returning the HEF to make amendments. New people eligible to be registered are sent an "Invitation to Register" (ITR). This form invites the named person to apply to register to vote. From mid-September we will send reminders to the HEF’s and ITR’s that have not responded.

Between 24 September and 18 October 2019, canvassers are required to personally visit any remaining non-responding properties to encourage registration and ensure that we have a current record of all residents.

You will be able to collect the ITR's at the same time as the HEF’s. You will make personal visits with these ITR’s between 24 September and 18 October 2019. Enquiries will need to be made at times when residents are most likely to be at home i.e. during the evenings and at weekends.

You will be required to knock on doors and encourage residents to either respond on-line or complete or post the original ITR form. A minimum of 2 visits must be made. If you are unable to make personal contact on your first visit you will post the pre-addressed form on your second visit.

Due to set guidelines all staff must be available to work for the complete canvassing period. Training is compulsory and attendance will be required on Thursday 12 September 2019 at 5:30pm in The Terrace Room, York House.

Richmond borough has 84,000 residential properties. Each canvass area has an average of 1000 properties. As an example of the workload during the 2017 canvasser stage, each area had an average of 230 HEF forms and 65 ITR forms. If you would like to be considered for more than one area please indicate this on page 3 of the application form.

Appointed canvassers are required to canvass in their own time. As a canvasser, you will be appointed by the Electoral Registration Officer (ERO) and legally employed by the London Borough of Richmond upon Thames. For staff who are currently employed by the London Borough of Richmond upon Thames, this means that you will be required to work outside your normal contracted hours. If you are not employed by Richmond Council, or haven't worked for us before you will be asked to provide your passport with proof of your national insurance number confirming your entitlement to work in the UK.

You will have to complete all required paperwork including a “Record of Call sheet” and you must regularly return forms to the Electoral Services office.

# Canvassers will be paid:

£2-00 for every completed ITR

For HEF forms it will include every HEF responded to during the period of door-knocking whether via tablet, phone, internet or post.

50% to 69.99% Paid at the standard rate of £1.50 per form plus £50 Bonus

70% to 79.99% Paid at the standard rate of £1.75 per form plus £75 Bonus

80% to 89.99% Paid at the standard rate of £2.00 per form plus £100 Bonus

90% to 100% Paid at the standard rate of £2.50 per form plus £150 Bonus

**Payment will be based on the total % of HEF forms responded to by 25 October 2019**

**Anyone attaining less than 50% will be paid a flat rate of £1 per form.**

**You will not be paid for any forms returned to the office that you were unable to deliver**

# Main responsibilities within a required timescale include:

* Visiting non-responding properties and electors within a designated area to encourage residents to register to vote and to hand-deliver/post registration forms.
* Sorting addressed forms into alphabetical road order and enveloping.
* Recording delivery time and dates on a record of calls sheet.
* Recording the details of residents not eligible to register.
* Completing paperwork regarding empty properties, including identifying new properties and properties that no longer exist.
* Attending a training session covering all the duties and procedures involved with the post.
* Comply with guidance issued regarding equality & diversity and health & safety.

# General

* Working in a professional and politically neutral manner ensuring that confidentiality and data protection are maintained at all times.
* Availability to work evenings and weekends within a restricted period.
* Canvassers may be offered a canvass round anywhere in the borough, though we try to allocate according to specific requests.
* Canvassers must be available to work for the entire period.
* Canvassers must have good mobility and be physically able to carry equipment and climb stairs.
* Canvassers must have good communication skills and complete neat and accurate records of their visits.
* All canvassers’ work will be checked against information from other sources and anyone found to deliberately falsify information will not be paid and may liable to prosecution.
* We reserve the right to contact other Council’s offices regarding any previous employment you

May have had and equally we may share your details where necessary.

* Please note that applications will not be acknowledged and unsuccessful applicants will not be contacted. Successful canvassers will be appointed by letter in August.

# Person Specification

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| **Aspect** | **Detailed requirement** | **Essential or Desirable** |
| Qualifications | Over 18 years of age with good numeracy and literacy skills | E |
| Experience | * Experience of electoral registration procedures, electoral registration canvassing or election duties
* Experience of working in a customer service environment
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| Knowledgeand skills | * Ability to meet deadlines
* Good written and oral communication skills
* Ability to communicate with difficult customers in a calm, polite and tactful manner
* Good organisational skills
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| Personalqualities | * Ability to be self-motivated and work independently
* A commitment to equality and diversity
* Ability to work in a professional and politically neutral manner ensuring that confidentiality is maintained at all times
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| Practicalissues | * Access to a mobile phone for health & safety reasons (as canvassing involves lone working)
* Availability to work evenings and weekends

throughout the period of appointment* Access to transport, if stated as necessary in order to meet the geographic requirements of this post. (If a personal or hire car is to be used, it must be insured for business purposes)
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