



Role Profile

Democratic Services Manager – Electoral Services			
Reference No.	XX2364	Type	Individual
Service	Legal and Democratic Services		
Job Family	Service Manager 1	Grade	FC11

Purpose
To lead the Electoral Services Team.
To support the Electoral Registration Officer and the Returning Officer and their Deputes in delivering their statutory responsibilities.
To provide expert advice on electoral services administration and registration.
To promote democracy, electoral registration and voter participation at elections.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:
To manage and provide strategic leadership to the team providing electoral services, ensuring high quality, customer focussed services to members of the public and other stakeholders.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Previous supervisory or management experience	✓	
Previous experience of managing relationships at a senior level	✓	
Evidence of leading by example		✓

E = Essential Criteria D = Desirable Criteria

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	Evidence of engendering a positive performance culture and motivating and empowering others to give their best		✓
To be fully conversant with relevant statutory provisions and the Council's responsibilities, processes and procedures and to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.	Experience or knowledge of the principles and practice of elections administration and/or electoral registration A professional diploma, degree or equivalent qualification in a relevant discipline / AEA qualification	✓	✓
To provide professional leadership and guidance to the Electoral Services section and wider Elections team through personal and team development, coaching, performance and conduct, project work and fostering knowledge sharing within the team.	Previous supervisory or management experience Evidence of leading by example Evidence of engendering a positive performance culture and motivating and empowering others to give their best Experience of supporting staff development	✓ ✓ ✓ ✓	
To lead on the development of relevant strategies including the delivery of:- <ul style="list-style-type: none"> • the electoral registration service; • all local and national election and referendums; • statutory polling district reviews; • development of public awareness strategies aiming to increase voter awareness, enhance registration levels and increase voter participation, thereby ensuring everyone who is eligible to vote is able to do so by the method of their choosing. 	Educated to SCQF level 9 which includes a degree or equivalent or considerable relevant experience Appropriate managerial and/or electoral administration qualification Ability to think strategically and to innovate Evidence of leading by example	✓ ✓ ✓ ✓	✓
To assist the Head of Legal and Democratic Services in leading and directing the overall management of electoral events and including:	Significant experience or knowledge of the principles	✓	

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<ul style="list-style-type: none"> • development of project plans and resources plans to deliver elections with accurate results which command the confidence of all stakeholders; • co-ordination of the recruitment and training of up to 2,000 temporary staff; • taking responsibility for specific areas of the election process as required; • supporting the Returning Officer in meeting and evidencing meeting the performance standards prepared by the Electoral Commission; • ensuring that election processes are documented and improved • oversight of all equipment required for elections including polling station and count venue equipment; • ensuring that appropriate support and information is available to individuals and parties wishing to stand for election in Fife; • ensuring that all official returns and statistics in connection with elections are provided to the Electoral Commission and other external stakeholders as required; • assisting Financial Services to submit claims for each national election supported by accounts and returns within the appropriate timeframe. 	<p>and practice of elections administration and/or electoral registration</p> <p>Previous supervisory or management experience</p> <p>Evidence of leading by example</p> <p>Evidence of engendering a positive performance culture and motivating and empowering others to give their best</p> <p>Experience of customer engagement with good customer focus</p> <p>Ability to think strategically and to innovate</p> <p>Project management skills</p> <p>Ability to assist in delivering change</p> <p>Ability to work effectively under pressure</p> <p>Experience of collaborative working, developing and maintaining effective relationships and credibility at a senior level</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>To ensure the effective delivery of the electoral registration service by:</p> <ul style="list-style-type: none"> • ensuring that the electoral register is prepared and supplied as required by law; • ensuring that the electoral register is as accurate and complete as possible, pursuing initiatives to sustain its integrity and develop robust procedures for the registration of electors; 	<p>Significant experience or knowledge of the principles and practice of elections administration and/or electoral registration</p> <p>Previous supervisory or management experience</p>	<p>✓</p> <p>✓</p>	

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<ul style="list-style-type: none"> • ensuring that absent voting lists are maintained in accordance with the statutory requirements; • leading and managing the annual canvass to ensure that the canvass is carried out efficiently, within the statutory requirements; • taking all necessary steps to optimise electoral registration in Fife; • co-ordination of recruitment and training of permanent, temporary and casual staff to deliver electoral registration and the annual canvass; • ensuring that all official returns and statistics in connection with electoral registration are provided to the Electoral Commission and other external stakeholders as required; • supporting the Electoral Registration Officer in meeting and evidencing meeting the performance standards prepared by the Electoral Commission. 	<p>Evidence of leading by example</p> <p>Evidence of engendering a positive performance culture and motivating and empowering others to give their best</p> <p>Experience of customer engagement with good customer focus</p> <p>Ability to think strategically and to innovate</p> <p>Project management skills</p> <p>Ability to assist in delivering change</p> <p>Ability to work effectively under pressure</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>To co-ordinate the Council's response to periodic electoral reviews of electoral boundaries, in consultation with other Council services as appropriate.</p>	<p>Experience of collaborative working, developing and maintaining effective relationships and credibility at a senior level</p>	<p style="text-align: center;">✓</p>	
<p>To represent the Returning Officer and Electoral Registration Officer at meetings as required.</p>	<p>Networking experience</p>	<p style="text-align: center;">✓</p>	
<p>To formulate and deliver a Democratic Engagement Plan for Fife using an appropriate evidence base, to target under-represented groups to increase voter registration and electoral turnout.</p>	<p>Experience of collaborative working, developing and maintaining effective relationships and credibility at a senior level</p> <p>Experience of engagement activities</p>	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p>To work with other Council services to procure and manage the supply of services and goods to the Returning Officer and Electoral Registration Officer in accordance with the Council's procurement rules, including responsibility for managing the relationship with in-house and external suppliers.</p>	<p>Experience of local government procurement processes</p> <p>Experience of managing relationships with suppliers</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

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	Experience of collaborative working, developing and maintaining effective relationships and credibility at a senior level	✓	
	Experience of electoral management software	✓	
To devise, implement and keep up-to-date robust project, contingency and business continuity plans and risk registers for the section testing their efficiency periodically.	Project management skills	✓	
	Strong organisational and business awareness	✓	
To build strong relationships with colleagues across the Council and with partners and other stakeholders, both internal and external to develop opportunities to work more effectively and deliver the responsibilities of the RO and ERO.	Experience of collaborative working, developing and maintaining effective relationships and credibility at a senior level	✓	
To prepare and manage the Electoral Services budget and delivering agreed savings and efficiencies and contribute to the management of the Service budget, developing and delivering associated savings.	Awareness of strategic and resource issues affecting the Service	✓	
	Experience of managing budgets and risk	✓	
To contribute to the wider development of the Service and Directorate as a member of the Service Leadership Team and the Extended Directorate Leadership Team.	Experience of driving change – strategic and innovative thinker	✓	
To be appointed to the position of Depute Electoral Registration Officer and, as required, to be appointed as Depute Returning Officer with full powers (The Electoral Registration Officer is the Head of Legal and Democratic Services and the Returning Officer is the Chief Executive).			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.