



# Role Profile

## Lead Officer (Electoral Services)

Reference No:	A4175		
Service:	Legal & Democratic Services		
Job Family:	Legal/Democratic Services	Grade:	FC8

### Purpose

To provide day to day operational management and supervision of the Electoral Services Team covering electoral administration and electoral registration, deputising for the Electoral Services Manager as required.

To assist the Electoral Services Manager to monitor and control service delivery, service improvement and sustainability of the Electoral Services Team.

To contribute to the preparation, implementation and review of policy as a key member of the Electoral Services Team and the Democratic Services Management Team.

To contribute to service delivery of electoral events and electoral registration which are high quality and put the elector first.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

- Leading the effective delivery and management of the team of:
- All key electoral events including elections and referenda
  - Electoral Registration including continued development of Individual Registration, the annual canvass and the annual refresh of postal voters

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**      **D**

Educated to SCQL Level 8 which includes an HND or equivalent or considerable experience with training in a relevant role.

✓

AEA Certificate in Electoral Administration

✓

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<ul style="list-style-type: none"> <li>• Local Government and Parliamentary boundary reviews</li> <li>• Polling district reviews</li> <li>• Polling place reviews</li> </ul> <p>Provision of effective support and procedural advice to the Electoral Services Manager, ERO and RO as well as external customers including electors and candidates and agents.</p>	<p>Experience of electoral registration and/or elections administration role.</p> <p>Previous supervisory or management experience</p> <p>Relevant IT skills</p> <p>Experience of using electoral management software</p> <p>Ability to provide regular and effective service</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>Contributing to the development of strategies and practices which support the service aims and values, all in accordance with appropriate internal and external policies and guidance.</p> <p>Preparing proposals to meeting forecast changes in the level or type of service.</p> <p>Supporting the Electoral Services Manager to continually review, improve, develop and implement changes to operational processes relating to electoral registration and electoral administration.</p> <p>Identifying and managing a range of improvement projects and activities within areas of service delivery in line with agreed standards and deadlines, including the electoral canvass and polling place and boundary reviews.</p>	<p>Knowledge of local authority context. Including statutory framework and governance structures</p> <p>Knowledge of regulatory framework</p> <p>Awareness of strategic and resource issues affecting the service.</p> <p>Delivering change skills</p> <p>Experience of using Microsoft Project</p> <p>Processing mapping/process improvement experience</p> <p>Experience of culture of continuous improvement and commitment to best value</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 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>Implementing the Council's corporate complaints procedures on behalf of the team.</p>	<p>Experience of handling information requests</p> <p>Experience of handling customer complaints</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>

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Promoting effective partnerships, working across the service and with partner services and organisations, ensuring a shared understanding and commitment to quality service delivery.	Negotiating skills	✓	
Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change.	Problem solving skills		✓
Regularly representing the service at internal meetings and working groups and at meetings with external agencies such as national bodies.	Experience of customer engagement and customer care		✓
	Experience of partnering internal and external agencies		✓
	Networking experience		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – 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.

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