



Role Profile

ADMINISTRATIVE OFFICER

Reference No:	H79		
Service	Legal & Democratic Services		
Job Family:	Legal/Democratic Services	Grade:	FC6

Purpose

To directly supervise a team compiling the Electoral Register and associated lists throughout the year and at elections, ensuring the provision of a professional service in line with customer requirements.

To provide customer-focussed support with the emphasis on building excellent customer relationships.

To act as a focal point for both customers and staff. Establishing and maintaining systems and ensuring team compliance with approved processes and procedures.

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

The timely and accurate preparation of the electoral register (and associated updates) and postal/proxy voters lists and related duties in connection with electoral registration and elections including:

- Managing efficient and effective business systems, processes and procedures across electoral registration.

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

E **D**

Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent or considerable relevant experience.

✓

Ability to provide regular and effective service

✓

Experience of electoral registration

✓

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<ul style="list-style-type: none"> Assisting with the deployment of a range of audits, quality assurance and investigations to ensure accuracy of the electoral register and associated information. 	Experience of using electoral management software Ability to work to deadlines	 ✓	✓
Day to day supervision of the Electoral Services team by allocating and scheduling work activities, setting targets and standards and allocating resources	Organisational skills Time management skills	✓ ✓	
Delivering a culture of continuous improvement with a focus on performance and service improvement in support of service delivery outcomes.	Experience in the application and deployment of people management policies, practices and procedures		✓
Assisting the Electoral Services Manager/Lead Officer with corporate people management processes, including recruitment and selection, the management of attendance, health and safety, change and business risk across the functional area.	Supervisory skills		✓
Deploying corporate procedures in line with Council requirements e.g. document control, ordering system, payroll system.	Ability to use corporate systems and manager self-service	✓	
Ensuring compliance with appropriate Health and Safety legislation and regulation.	Understanding and experience of Health and Safety		✓
Ensuring the team complies with information governance requirements.	Knowledge of Information Management policies, Data Protection and other relevant legislation		✓
Using a wide variety of IT systems, including MS Word, MS Excel and the Electoral Management System to maintain input and extract data, and provide statistical data and management information as required.	Relevant IT skills Report writing skills	✓	✓
Acquire a good understanding of legislation and comprehensive knowledge of guidance and local procedures in connection with electoral registration and provide advice and guidance as required to customers, and team members.	Knowledge of regulatory framework		✓
Liaise with external suppliers and Business Technology Solution in relation to computer systems and data transfer to ensure accurate and timely service provision	Ability to negotiate with suppliers and Council services to ensure delivery of service	✓	

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Build and maintain constructive and effective working relationships with customers and external organisations and Council services which provide information sources for data matching relating to the Electoral Register.	Customer Service skills	✓	
Representing Electoral Services interests at meetings as necessary to bring about improved service delivery, customer satisfaction and more effective use of resources.	Knowledge of local authority context, including statutory framework and governance structures		✓
Assist with specific administrative tasks in relation to the administration of elections (Scottish Parliamentary, UK Parliamentary, European, Local Government and referenda)	Experience in electoral administration		✓
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.