



Role Profile

ELECTORAL SERVICES ASSISTANT				Purpose			
Reference No.	A5000	Type	Individual	To support the democratic participation process through the compilation and maintenance of the Fife Electoral Register and associated processes.			
Service	Legal & Democratic Services						
Job Family	Admin and Clerical	Grade	FC3				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Processing of applications on behalf of the Electoral Registration Officer in connection with an individual's right to register, determining an individual's eligibility including applications: to register to vote for absent votes, for Voter Authorisation Certificates Removal of electors notified through Tell Us Once service.				Experience of working in an office using current computer based applications to carry out a range of duties SCQF Level 4 (including Standard Grade and National 4) including Maths and English Literacy skills Accuracy skills Experience of non-standard corporate systems		✓	
Checking accuracy of register using multiple data sources including Council Tax, Education and student lists to: <ul style="list-style-type: none"> review electors' eligibility in light of changes of circumstances notified to the Electoral Registration Officer 				Knowledge of legislation, guidance and local procedures in connection with electoral registration and, including: - <ul style="list-style-type: none"> The Representation of the People Act 1983 and associated regulations 			✓

E = Essential Criteria D = Desirable Criteria

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<ul style="list-style-type: none"> • investigate and resolve potential duplicate entries on the register • investigate evidence supplied by electors when required as part of applications • investigate circumstances of special category electors • ensure personal data is accurate and up to date • update property database to include properties in correct polling district. 	<ul style="list-style-type: none"> • The Elections Act 2022 • Data Protection Act 2018 <p>Organisational skills</p>	✓	
<p>Delivering a front-line service, providing a high standard of customer care, including –</p> <ul style="list-style-type: none"> • acting as the first point of contact for public enquiries • providing advice and guidance as required to customers on electoral registration and absent voting • by handling and responding to telephone calls, e-mails and visits from the public. 	<p>Experience of dealing with enquiries from members of the public by telephone and face to face.</p> <p>Knowledge of electoral registration applying legislation and guidance</p> <p>Knowledge of data protection</p>		✓ ✓ ✓
<p>Managing own workload by prioritising tasks to ensure all deadlines are met.</p>	<p>Team working skills</p> <p>Flexible approach to work</p> <p>Time Management skills</p>	✓ ✓ ✓	
<p>Supporting information and records management through file management, scanning, photocopying and other related tasks.</p>	<p>Confident user of IT applications, showing ability to use packages effectively.</p> <p>Numerical skills</p> <p>Attention to detail</p>	✓ ✓	✓
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

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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.