

Job Description

Management Grouping: Chief Executives

Department/Section Legal and Democratic Services/Electoral Services

Job Title: Senior Electoral Services Officer

Reports to: Head of Electoral Services

Grade: BEX14

Purpose the job:

To provide expert advice and support for the effective and efficient delivery of the Electoral Registration Officer's (ERO's) and Returning Officer's (RO's) statutory duties, including: -

- Individual Electoral Registration procedures
Including Government portal for Absent votes and Voter Authority Certificates
- Annual canvass process
- Lawful conduct of elections and referenda
- Absent voting arrangements
- Boundary and Polling Station and Polling District reviews

in accordance with legislation, statutory codes, and other guidance.

The Senior Electoral Services Officer will lead on key elements of delivery and support the Head of Electoral Services with the development, direction-setting and delivery of all services in line with modern ways of working and professional best practice and will deputise for the Head of Electoral Services as required.

Principal accountabilities

1. Proactively developing and supporting service delivery strategies and approaches to ensure they are highly customer-orientated and responding to the direct views of service users.
2. Provide high level support to the Head of Electoral Services for the development and operational delivery of effective, modern, and fit for purpose services, in line with all legislative and procedural requirements, including the following:
 - a) The statutory Individual Electoral Registration (IER) arrangements for the Electoral Registration Officer (ERO), including, identifying, and determining eligible electors and Voter Authority Certificates (VACs), maximising registration in hard-to-reach groups, providing procedural advice, maintaining data integrity, and identifying electoral fraud.
 - b) Assist the Head of Electoral Services to arrange and conduct statutory registration reviews (either with or without a quasi-judicial hearing) to review objections to the eligibility of an elector to be on the register and determine the outcome.
 - c) The statutory conduct of scheduled local and national elections and any ad hoc by-elections or referenda, to strict legal deadlines, deputising for the RO on key tasks such as determining the validity of nominations and adjudicating postal votes, verifying final results at the count and providing high-level advice and guidance to the RO and other stakeholders.

- d) Conducting statutory boundary, polling station and polling district reviews, including analysing data, preparing proposals for the RO, carrying out a public consultation exercise and obtaining formal Council approval.
 - e) Meeting Electoral Commission national statutory Performance Standards for both the Electoral Registration Officer and Returning Officer.
 - f) Preparing paperwork for Elections Working Group Meetings including Agenda and Minutes and presenting feedback.
 - g) Undertake all relevant core training provided by London Borough of Bexley including Cyber Security and Health and Safety.
3. Lead on the technical and digital delivery of projects and implementation of new innovative solutions, to improve service delivery and create positive outcomes, through software enhancements and improved interfaces both internally and externally with other council departments, government, regulatory bodies and partner organisations.
 4. Oversee the maintenance of secure procedures for data mining, data matching and data sharing, to ensure that processing, storage, transmission and/or publication of data for whatever purpose is undertaken in accordance with Data Protection legislation and ensure no relevant data breaches.
 5. Manage the statutory annual canvass data matching and digital communications process, by overseeing the data cleansing exercise to improve match rates and increase digital interactions to maximise efficiencies.
 6. Oversee the publication and supply of the revised Electoral Register and monthly updates in line with legislative requirements.
 7. Responsible for analysing and cleansing data received from, Council Tax and other departments to identify potential electors and produce data files for Invitations to Register (ITRs) and removal of ineligible electors. Also undertaking necessary tasks in GDPR data cleansing requirement.
 8. Be accountable for the operational oversight and maintenance of the statutory absent voters list, postal vote refresh process and delivery of postal and proxy voting arrangements, including overseeing the training and delivery of the postal voting opening sessions, adjudication of rejected postal voting statements and the implementation of controls to identify any fraudulent activity.
 9. Demonstrate compliance with all registration and voting regulations to ensure that all activity is lawful and does not disenfranchise any legitimate applicant from the electoral process, minimising the risk of legal challenge or detrimental impact both reputationally and financially.
 10. Management of the Electoral Services Officer(s) and Assistant(s) as well as supervising temporary colleagues and canvassers.
 11. Demonstrate effective leadership by motivating and encouraging creativity in the team and driving service improvement through efficient performance management of individuals.
 12. Demonstrate working behaviours and resilience by reacting creatively and effectively, to conflicting priorities and urgent situations, often at pace and under pressure.
 13. Provide specialist advice to the Head of Electoral Services, Electoral Registration Officer and Returning Officer, councillors, political parties, candidates, agents and electors on complex electoral issues and procedural arrangements.
 14. Lead on corporate initiative to increase registration levels amongst the hard-to-reach population and work collaboratively with partner organisations to engage and promote registration and explore new innovative methods of registration
 15. Develop and maintain effective positive working relationships with all stakeholders (Electoral Commission, candidates, political parties, councillors, senior colleagues, external partners, organisations, and the press and public etc.).

16. Proactively identify cases of fraud to maintain high levels of electoral integrity and participate in both internal and external investigations and prosecutions.
17. Support the Head of Electoral Services in a two-person proofing process of all electoral materials to ensure all items are accurately produced in line with legislative requirements and assist with the final sign off for all elections and canvass.
18. Identify and respond proactively to new national and/or local ideas for service change and keep abreast of relevant issues and professional best practice, be creative in finding practical solutions to complex problems to ensure effective outcomes both in regard to long term policy and procedural or operational issues.
19. Responsible for overseeing the management of the staffing database (MEA) and the payment of staff at elections through the RO payroll and ensuring all appropriate deductions are applied and all relevant documentation is produced.
20. Be responsible for the preparation of the Electoral Register to be split into appropriate areas for the Annual canvass, along with the recruitment, interviewing, training and payment to all Canvassers.
21. Support the Head of Electoral Services with procurement of goods and services through obtaining quotes and assisting with tendering processes with a view to obtaining Best Value.
22. Assist the Head of Electoral Services to develop and implement awareness and participation strategies and plans to improve levels of voter registration and election turnout working creatively with a range of partners and electors.
23. Support the Head of Electoral Services with delivery of the boundary, polling station and polling district reviews by collating statistical data, conducting site visits, preparing proposals and consultation documents and implementing changes within the database.

On a Daily Basis Be Responsible for the daily management of databases by:

- Advising the Head of Electoral Services on issues relating to the administration and functionality of the team's Electoral Management Software.
- Acting as system administrator, liaising with internal IT and the software supplier
- Undertaking user testing of new programmes and attending user group meetings where possible
- Determining access rights and appropriately administering access so as prevent fraud and to comply with data protection legislation
- Training team members on the use of the system
- Setting up election and canvass information within the database and production data files for polling cards, postal votes and canvass form printing.
- Managing cross boundary data from neighbouring authorities.

Other responsibilities

- dealing with complex and sensitive correspondence, complaints, telephone and personal enquiries and ensuring an accurate and timely response.
- ensuring all official and statutory returns of statistical information are provided to government departments, the Electoral Commission, other organisations and internal/external auditors as required.

General duties

24. To undertake other projects as required and to assist when required in other areas of the directorate.
25. To ensure that you act in accordance with equal opportunities policy and undertake the duties as required by directorate action plans.
26. Other duties or projects commensurate with the grade.

Person Specification

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SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
(a) Education and Formal Training Hold the certificate in Electoral Administration and/or be willing to study for the certificate	E	A/I
(b) Relevant Technical Experience, Knowledge & skills/abilities Have substantial experience in local or central government or health sector or other major organisation Have a good understanding of electoral law and good practice and procedures to properly exercise and fulfil the job function Experience of training and supporting staff Experience of using Civica Xpress software Be able to work under pressure and to statutory deadlines e.g. canvass and elections and have an ability to deal accurately and efficiently with enquires from Councillors, MPs, Candidates, their agents and electors of the Borough with minimal supervision Have good resolution of complex problems skills and be proactive and creative in problem solving of issues that arise Be able to contribute to the development of the electoral team and to assimilate legislative changes Be able to contribute to the development of work within the team with competing deadlines and the ability to implement practices that are allied to new processes and procedures	E E E E E E E E	A/I A/I A/I A/I A/I A/I A/I

KEY:

I = Interview A = Application Form