

Job Description

Job Title: Senior Electoral Services Assistant

Grade: Bexley 07

Directorate: Chief Executive's

Department: Electoral Services

Section: Electoral Services

Reports to: Senior Electoral Services Officer

Responsible for: No supervisory responsibility. However, if the need arises for any temporary staff to be employed to assist then they may be assigned a grade Bexley 07.

Functional links with: The main contacts will be with Electoral Services Officers and other senior team members along with regular contact with Councillors, Candidates, party agents and members of the public.

Main purpose of the job:

To provide comprehensive administrative and technical support to the Electoral Services Team., meeting the core business needs of the service.

To take the lead when required on key aspects of live election campaigns.

Hours of operation will be from 8.48am to 5.00pm. Attendance in the office will be 3 days a week or as required by the service needs.

Main Duties and Responsibilities:

1. Under the direction of the Senior Electoral Services Officer or Electoral Services Officer, to ensure that key administrative tasks assigned are undertaken and delivered, meeting the agreed timescales and frequency.
2. To work within consistent Electoral Services processes and procedures.
3. To develop an understanding of the specific needs of Electoral Services
4. To develop an in-depth knowledge of legislative and statutory requirements of the service and understand how this impacts on their role, ensuring that these are met.
5. To adopt systems and processes to meet operational needs of the team and to ensure that the team's data and information is accurate, up-to-date and of a high quality.
6. To adopt a flexible approach to working, and, under the direction of the Electoral Services Officer, respond quickly and effectively to peaks and troughs in service delivery.

Job Activities

1. To accurately record confidential information on the Civica Xpress software systems and be able to produce reports on various information required.
2. To log into Government portal and amend or accept information before linking to Xpress software.

3. Liaising with software providers and updating Xpress system as necessary.
4. To support Electoral services in relation to finance systems, invoicing, adhering to audit requirements and using specific Council systems.
5. Oversight of Teams work completed and ongoing support with training in new areas.
6. Arranging and minuting all team meetings and following up on allocated tasks from the meeting.
7. Be involved in projects and reporting directly to Senior Electoral Services Officer.
8. Provision of general administrative support including producing register of electors and other paperwork needed for elections.,
9. Responsibility for collection and distribution of post received in either hard copy or electronic format to ensure where possible a paperless environment is in place.
10. Provision of general administrative tasks such as data entry, photocopying, and managing both hard copy and electronic filing systems.
11. Demonstrating the ability to stay organised in a fast-paced environment is a key attribute, Strong communication and interpersonal skills.
12. Email support – including monitoring team/group inboxes following up any actions as appropriate and responding within agreed timescales.
13. Office Supplies - including reviewing stationery stock and supplies and placing relevant orders, liaising with Facilities Services on any specialist service requirements.
14. The postholder is expected to work on their own initiative, with appropriate advice and guidance from Electoral Services Officers.
15. The postholder will be required to adopt an effective and efficient approach to the delivery of the service as well as consistent working practices and processes which maximise the use of new technology and efficiencies.
16. Inputting data onto the Civica Xpress software system, processing detailed electoral registration information and verifying the accuracy of information held on individual electors,
17. Accessing Government portal to check and amend data from electors before merging into Xpress.
18. Processing monthly alteration to the register of electors by entering the information into the Xpress software, checking the applications to ensure all details have been entered/ amended as appropriate.
19. To assist in the distribution of registers and monthly updates both electronically and by post to all permitted parties during rolling registration and election periods.
20. Processing and checking of absent voting applications, including overseas electors and Voter Authority Certificates to ensure all details have been entered/ amended as appropriate.
21. Processing of annual renewals for special category electors.
22. Deal with queries, by phone, email, and in person, from members of the public regarding their electoral registration; and deal with queries from electors, interested parties regarding the election.
23. To assist in the preparations for any elections, assisting at the verification and counting of the votes and providing information to assist and equip polling station staff.

24. There is a requirement to work additional hours, weekends and late evenings during elections and at canvass time.

Resources:

Duties undertaken require a thorough knowledge of the Xpress Software package

Person Specification

Management Grouping: Chief Executive's

Department/Section: Electoral Services

Job title: Senior Electoral Services Assistant

Selection Criteria	Essential/ Desirable (E/D)	Selection Method (see Key)
<p><u>(a) Education and Formal Training</u></p> <ul style="list-style-type: none"> Educated to good standard (GCSE or equivalent) Good numeracy and literacy skills Needs to hold Association of Electoral Services Certificate 	<p>E E E</p>	<p>A A A</p>
<p><u>(b) Relevant Technical Experience and Knowledge</u></p> <ul style="list-style-type: none"> Good practical experience of providing comprehensive administrative support. Experience and competence in using IT such as Word, Outlook, Excel, Xpress Software and Government portals. Experience of data entry and ensuring accuracy of details entered into various systems as above. Good interpersonal skills. Ability to effectively produce a range of documents including letters and minutes of meetings. Ability to think about alternative ways of approaching and completing work. Knowledge and understanding of legislation in connection with Electoral Services. Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience. Benchmarking with other local authorities re statistical 	<p>E E E E E E E E E</p>	<p>A/I A/I A/I A/I A/I A/I A/I A/I A/I</p>

<p>returns for canvas and elections.</p> <ul style="list-style-type: none"> • Ability to take ownership of work and fulfil agreed commitments, checking work for accuracy. • Be able to work to strict deadlines under pressure. • Ability to work within a team of staff with various graded posts. 	E	A/I
	E	A/I
	E	A/I
	E	A/I

Selection Method Key:

A = Application

I = Interview

T = Ability Test

High Performance Indicators:

Post Title: Senior Electoral Services Assistant	Job Family: Senior Support Staff	Grade: Bexley 07
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High Performance Indicators	Level Expected	Description
Change and Innovation	B	<p>I create new and innovative practices to meet the needs of the team and customers</p> <p>I present change positively to others</p> <p>I anticipate and take action in the short term to create opportunities or avoid a crisis</p>
Communicating and influencing	B	<p>I present facts and ideas clearly</p> <p>I collate and interpret detailed information</p> <p>I adapt my style to the audience and their needs</p> <p>I formulate proposals and make recommendations based on research</p> <p>I convey excitement and enthusiasm</p>
Achievement, Drive and Ownership	B	<ol style="list-style-type: none"> 1. I take personal responsibility for dealing with issues or problems 2. I measure and track my performance against identified goals 3. I take opportunities to develop myself 4. I show persistence in overcoming obstacles 5. I balance competing demands on my time
Customer Orientation	B	<p>I monitor customer feedback and level of satisfaction with the service they receive</p> <p>I make myself available to customers, ensuring they know how to contact me</p> <p>I take responsibility for correcting customer concerns promptly, without judging others</p> <p>I offer ideas to enhance the development of customer centred services / solutions</p> <p>I seek to build and maintain positive relationships with customers</p>
Partnership Building	B	<p>I help ensure there is a common understanding of responsibilities / expectations</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I encourage contributions from others to help reach the best conclusion</p>
Leadership	A	<p>I ensure individuals / teams understand their role, objectives and how they fit in with broader organisational goals</p> <p>I keep the team informed about what is happening</p> <p>I explain the reasons for decisions</p> <p>I monitor performance standards, and take action as appropriate</p>

High Performance Indicators	Level Expected	Description
Political Awareness	C	<p>I understand the politics with both a large and a small 'p' in Bexley and partner organisations</p> <p>I work with others to ensure Members queries are dealt with appropriately</p> <p>I am aware of other organisations political agendas and how they relate with Bexley</p> <p>I provide advice and guidance to staff to enable them to work within political protocols</p>
Breakthrough Thinking	B	<p>I take a fresh look at situations to identify potential opportunities or issues</p> <p>I conduct research to gain evidence prior to making a decision</p> <p>I make decisions and clear recommendations based on a range of information</p> <p>I probe to find the underlying cause of an issue</p> <p>I look for gaps or inconsistencies in information, and investigate further to clarify the situation</p> <p>I integrate risk and contingency into decisions and plans</p>
Using Technology	B	I use relevant technology to improve my own work productivity
Professional Knowledge	B	<p>I am independently able to perform some areas of my own professional specialism</p> <p>I have sufficient knowledge of my own area to guide others</p>
Understanding Regulatory Requirements	B	I understand Bexley policy and procedures, and relevant external regulations

Applicants will be assessed against these criteria and high-performance indicators throughout the recruitment process