DARLINGTON BOROUGH COUNCIL

RESOURCES

JOB DESCRIPTION

POST TITLE :   **Visiting Officer (Individual Electoral Registration)**

PAY BAND :   **Band 2**

JOB EVALUATION NO.   **E3350**

REPORTING RELATIONSHIP   **Reports to Elections Officer**

JOB PURPOSE :   **To assist the Elections and Electoral Team deliver an efficient electoral service which complies with Electoral Regulations. To visit assigned properties and make attempts to obtain a completed voter registration form for all of those properties.**

POST NO.   **POS0001396**

PDR COMPETENCY FRAMEWORK   **Level 1, Expected Competencies for all employees**

MAIN DUTIES/RESPONSIBILITIES

1.   To undertake visits to properties (including out of normal office hours visits) in the Darlington Borough Council area which have not responded to requests for information in connection with voter registration.

2.   To undertake checks for accuracy of the Register of Electors using in-house information and verifying with householders.

3.   To respond to customer enquiries in respect of the electoral and democratic processes of the Council.

4.   To promote the electoral registration and voting processes.

5.   To communicate with electors/voters, whether in person, by telephone or in writing, at the individuals home, or at any other relevant premises to collate information to assist in the individual electoral registration process.

6.   To ensure that the requirements of the Data Protection Act and the Freedom of Information Act are met in respect of this role.

7.   Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.

8. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.

9. Carry out your role in line with the Council's Equality agenda.

10. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.

11. Any other duties of a similar nature related to this post that may be required from time-to-time.

12. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

13. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: May 2019

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

VISITING OFFICER (INDIVIDUAL ELECTORAL REGISTRATION)

RESOURCES

POST NO. POS0001396

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	4 GCSE Graded A-C or equivalent		D
	Experience & Knowledge		
2	Experience of working with members of the public	E	
3	Experience of working in Electoral Registration		D
4	Awareness of the confidential nature of the work	E	
	Skills		
5	Ability to operate the Express electoral management system		D
6	Ability to organise and prioritise own work and visiting schedule with minimum supervision	E	
7	Ability to communicate both orally and in writing to a range of audiences, including being tactful and clear.	E	
8	Ability to maintain accurate records	E	
9	IT Literate, capable of using MS Word / Excel and office packages		D
	Personal Attributes		
10	Ability to work effectively under pressure	E	
11	Ability to meet statutory deadlines	E	
	Special Requirements		
12	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	
13	Capable of independent travel to carry out the requirements of the post	E	
14	Reliable, with a flexible and adaptable approach to work, including the ability to work outside normal office hours.	E	
15	Ability to carry out the physical requirements of the post.	E	

Standard/Rec/Job Description Employees