

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Service Manager: Electoral Services		<b>Director/Service/Sector –</b> HR/OD		<b>Office Use</b> JE ref: Z105 HRMS ref:
<b>Band:</b> 10/11		<b>Workplace:</b> County Hall, Morpeth		
<b>Responsible to:</b> Executive Director of HR/OD & Deputy Chief Executive (NCC Returning Officer and Electoral Registration Officer)		<b>Date:</b> September 2019	<b>Manager Level:</b> 1	
<b>Job Purpose:</b> To lead, direct, advise and manage the Election Services team and to deliver a legally compliant, effective, efficient and customer focussed service.				
<b>Resources</b>	Staff	To directly supervise a team of elections staff including election officers, assistant election officers, and administrative staff. Also to supervise temporarily dispersed staff engaged in electoral registration and casual staff employed for elections (approximately 1000)		
	Finance	Allocated electoral services budgets (£750,000) and monitoring expenditure against forecasts. Manage contracts and service level agreements with election software and printing contractors.		
	Physical	Major direct responsibility for the design, maintenance and operation of dedicated elections software, corporate information systems, and maintenance of polling equipment. Safeguarding of the electoral register.		
	Clients	Ensure that employees, elected members, election candidates, agents and other key stakeholders comply with relevant electoral legislation, policies and procedures.		
<b>Duties and key result areas:</b>				
1. Provide professional advice to Elected Members, Senior Managers and service users on matters of strategy, policy and practice relating to electoral services issues.				
2. Ensure that the Council complies with good practice, prevailing regulations, legislation and local requirements.				
3. To plan and effectively deliver project management of all statutory elections, referendums and local polls for which the Council is responsible.				
4. To run all elections in accordance with the law and support the RO and DROs by ensuring they have sufficient knowledge to undertake their duties.				
5. To maintain the electoral register including canvass reform, rolling registration and absent voting so that statutory deadlines are met, costs controlled, risks identified and minimised.				
6. To promote and strive to maximise public participation in the democratic process through the use of appropriate media and innovative techniques.				
7. To assist in the development and implementation of policies and procedures to ensure the smooth running of the elections service and to help manage the reputation of the Council as a transparent and locally accountable body.				
8. Manage periodic reviews of polling arrangements, boundaries and community governance reviews.				
9. Develop effective and constructive relationships with colleagues and external contacts such as election software and printing suppliers in order to promote effective partnership arrangements for the delivery of high quality services.				
10. Develop robust mechanisms to maintain electoral integrity and to identify any potential electoral malpractice or fraud.				

11. Ensure effective joint working and planning with all relevant external agencies such as the Electoral Commission and central government, so as to maximise the Council's role, function and influence in relation to all aspects of service provision.
12. Promote good relations with all other Directorates of the Council with a view to achieving the most effective performance of functions to achieve a co-ordinated approach to the development and provision of electoral services. This will include providing advice and assistance to colleagues as required and input into the service planning process.
13. Actively promote the role of electoral services and the Council in relation to its service activities and policies at local, regional and national level as appropriate.
14. To be forward thinking and keep abreast of developments at a national, local and regional level which may impact on the service.
15. Determine the most effective utilisation and deployment of resources within electoral services (human, physical and financial) to achieve the objectives set by senior managers.
16. To provide quality line management and to lead, direct and support staff within the service, including:
  - a. Effective performance management that ensures team and service objectives are met.
  - b. Recruitment, selection, induction, discipline, appraisal, training and development of staff within the service
  - c. Supervision, providing clear guidance, demonstrating high standards and forward planning
  - d. Motivation and effective communication
17. Maintain effective management and communication systems and processes within the service and, in conjunction with senior colleagues develop robust mechanisms for establishing and monitoring the effectiveness of service related strategies, policies and practices.
18. To be responsible for income and expenditure relating to election duties, to ensure compliance with financial regulations and be proactive in identifying "value for money improvements".
19. Other duties appropriate to the nature, level and grade of the post.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Transport requirements:	Some travel to canvass areas, polling venues, area offices throughout the County and further afield on occasion.
Working patterns:	Normal office hours but flexi-hours may apply if colleagues provide cover. Late working during elections and canvass period.
Working conditions:	Mainly indoors but requires the ability to deal with complex, challenging and often difficult customers and enquiries..

Northumberland County Council

**PERSON SPECIFICATION**

<b>Post Title:</b> Service Manager: Electoral Services	<b>Director/Service/Sector:</b> HR/OD	<b>Ref:</b> Z105
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
Degree level or equivalent standard of general education or an equivalent portfolio of experience Association of Electoral Administrators - Certificate or equivalent Comprehensive and up to date knowledge of election law, practice and procedures. Evidence of professional study and continuous professional development. Knowledge of project, staff and budget management	Association of Electoral Administrators - Certificate	(a) (i)
<b>Experience</b>		
Extensive working knowledge and experience of electoral administration and managing elections, including maintenance of registers, annual canvass of households and organising elections. Management of large-scale time critical projects including cost control and risk appraisal Parliamentary and local government boundary reviews Experience in engaging effectively with others and building productive partnerships. Relevant experience in designing and drafting policies, procedures and other technical documents. Experience in managing projects to successfully achieve set objectives. Supervising staff and their productivity	Experience of compiling and submitting election accounts to Government and other public bodies.	(a) (i)
<b>Skills and competencies</b>		
Good management and leadership skills, postholder should be able to demonstrate strong, empowering, motivational direction. Advanced IT skills and ability to effectively use dedicated election software Ability to interpret complex legislation, regulations and guidance Project management skills Excellent written and oral communication skills to ensure all communications are produced to highest professional standards. Effectively expresses views using appropriate means depending upon the audience. High degree of political sensitivity and awareness and ability to deal with politicians and agents effectively Ability to work under pressure and to tight timescales. Ability to work on own initiative and with minimal supervision Diplomatic, tactful and discrete Maintains a professional demeanour in stressful and difficult situations. Numeratorate and skilled at analysing/reasoning with complex business related statistics. Is an effective advocate for the service both internally and externally. Maintains a professional demeanour in stressful and difficult situations and has the ability to problem solve, negotiate and influence where necessary.	Experience of using election software systems	(a) (i)

<b>Physical, mental, emotional and environmental demands</b>		
Office based with regular need to stand, walk and lift/carry heavy electoral related registers and equipment The job requires awareness and sensory attention with regular very high levels of work-related pressure, from deadlines, interruptions or conflicting demands eg especially at election times Extensive contact with politicians, elected members and public often under pressure and involving conflict.		(i)
<b>Motivation</b>		
Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Takes personal responsibility for actions and positively takes ownership of responsibilities as an employee. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Works with little direct supervision. Holds a full driving licence and has the use of a car		(i)