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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Electoral Services Manager | **Service** | Resources |
| **Grade** | Grade 14 | **Service Area** | Legal & Democratic Services |
| **Reporting to** | Head of Legal & Democratic Services |
| **Politically Restricted** | The Council has designated that this post is not politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
| **Purpose of the job:**The post holder is responsible for providing leadership, and will set the priorities, policy and direction of the team (Election Services) aligned to Corporate and Service priorities. They will report to the Democratic Services Manager and will lead by example in terms of embedding the vision, values and behaviours of the council. They will assume a corporate remit as appropriate and will engage with other service areas to achieve better outcomes for the council. |
| **Key Result Area – Corporate*** To drive organisational change and the transformational agenda by championing the organisational benefits and seeking to embed the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To strengthen and develop the culture of the council and promote the implementation of a ‘One Council’ approach. To support and seek out collaborative opportunities across the service, within the wider council and with appropriate partners.

**Key Result Area – Leadership*** To provide clear and visible leadership in a positive working environment;
* Contribute to the overall plan for the service, taking the lead role and advising on specialist areas of responsibility;
* Manage corporate and service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Develop and embed demand-side customer driven service design (‘outside-in’)
* Establish effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this in to overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
* Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options.

**Key Result Area – Generic Management*** Manage employees, relevant budgets and team/individual performance in accordance with council procedures and objectives
* Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.
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| **Key Result Area – Job Specific*** Organise a centrally located team to deliver all services associated with and linked to electoral registration and elections on one software platform;
* To act as a Deputy to the Returning Officer when required for elections;
* To represent the Electoral Registration Officer/Returning Officer as necessary at meetings/seminars;
* Be proactive in partnership working with neighbouring authorities and to cement close working relationships with the Tees Valley Electoral Group;
* To participate as fully as possible in activities of the Association of Electoral Administrators to foster greater networking arrangements both regionally and nationally in order to advance the service provision;
* To manage the budget for Electoral Services;
* Achieve Beacon status for the service;
* Manage the process for the production of the Electoral Register in December each year;
* Manage the rolling registration processes on a daily basis;
* Ensure that the Electoral Register is maintained as accurately as possible by utilising the powers available to the Electoral Registration Officer to inspect and compare with other databases held by the Council and other organisations;
* Be proactive in community engagement aimed at increasing the levels of voter registration and participation in exercising their democratic right to vote at any elections/referenda occurring thereby improving voter turnout
* To ensure that the performance standards set by the Electoral Commission with regard to Electoral Registration and Elections are achieved as a minimum and best practice is achieved at an early date;
* Make all necessary arrangements for the holding of all Parish, County Council, European and Parliamentary elections and referendums within the area of the County Council;
* Account to the various funding organisations for the cost of running elections, on behalf of the Returning Officer; Areawide elections incur expenditure in the order of £750,000.
* Establish a modern and digitised service;
* Undertake reviews of Polling Districts, Polling Places and Polling Stations on a regular basis;
* Ensure that elected Members are kept aware of consultation documents issue on electoral matters and ensure that the council’s views are forwarded to the appropriate body within timescales;
* Lead in any principal area boundary review within the council area;
* Lead on undertaking local Community Governance Reviews;
* This is a politically restricted post under the Local Government and Housing Act 1989.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the Head of Service. |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** | * Level 7 management qualification
 | * Relevant professional qualification at degree level or equivalent;
* *AEA qualification.*
 | * Application form
* Certificates
* Selection process
* Pre-employment checks
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| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement;
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies;
* Proven ability to manage a significant budget and meet financial efficiencies;
* Working with Members and Senior Officers, advising on specialist areas of responsibility;
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development;
* Experience of managing complex projects and matrix management;
* Experience of implementing and delivering partnership working with both internal and external partners.
 | * Experience of managing Electoral Services in a large organisation containing a number of Parliamentary Constituencies and multiple divisions/parishes.
* The updating of the Electoral Register comprising approx. 390,000 electors, 80,000 voting by post.
* Parliamentary elections across 6 constituencies with cross border considerations (approx. 30 candidates).
* Lead authority in the election of Police & Crime Commissioner for Durham & Darlington area
* County elections, across 63 divisions (350-400 candidates)
* Parish elections across 194 parish areas (upwards of 1,000 candidates).
* Involving standalone and combined countywide elections.
* 400+ polling stations and 2 count centres with appropriate levels of staffing
* Areawide elections incur expenditure in the order of £750,000.
 | * Application form
* References
* Selection process
* Interview
* Pre-employment checks
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| **Skills and Knowledge** | * Project management, business transformation and change management skills;
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries;
* Understand and promote the application of digital technology to support and enhance service delivery;
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council;
* Understand and apply the ‘One Council’ ethos and the values which underpin it;
* The ability to delegate effectively;
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving and budget setting skills;
* Understanding of LEAN methodology;
* Political and cultural awareness and an understanding of the political context and environment of Local Government;
* Strong communication and presentation skills;
* Knowledge and understanding of Local Government statutory requirements.
 | * Knowledge of relevant legislation and statutory frameworks (Acts, Regulations and Statutory Instruments)
* Local Government Act 1972
* Representation of the People Acts 1981, 1983, 1985, 1989 & 2000
* Electoral Registration and Administration Acts 2006 & 2013
* Registration of Political parties and Elections Acts 1998 & 2009
* Localism Act 2011
 | * Application form
* References
* Selection process
* Interview
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach;
* Strategic thinker;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* Resilient with strong self-awareness.
 |  | * Application form
* References
* Selection process
* Interview
* Pre-employment checks
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