

NOTE this is a summary job description. The full scope and detail of the work is contained in the Canvasser Instructions, supplied to successful applicants.

Main Purpose of the Job

Call & complete household registration using a mobile device. Provide guidance and help to residents about the registration of people at their address.

Specifically

1. Read instructions, attend training in person covering all aspects of duties, and undertake appropriate preparatory work prior to and during the canvass.
2. Log onto tablet and check all addresses you will be canvassing.
3. Travel to an area within the Borough, carrying a bag containing your tablet. You will have a list of around 600/700 addresses which could include blocks of flats and the area can sometimes be spread out.
4. Call at addresses to encourage the household to complete their electoral registration on your tablet, and check all details are correct with the household when completing. Record all collection visits, whether successful or not.
5. Write clearly on the tablet any appropriate information regarding residents or properties as discovered during your work.
6. Provide guidance and assistance to residents as appropriate in relation to completion of household registration.
7. Where no contact can be made, leave a calling card indicating what residents need to do and that you will be calling back.
8. Identify and monitor unoccupied properties listing any such addresses and where possible gaining verbal confirmation from neighbours or other responsible persons that a property may be empty.
9. Complete work on or before the given date, and return to the Electoral Office all mobile devices, canvass stationery, documents, identity badge, alarm and torch and any other materials in your canvass satchel.
10. Undertake all work in accordance with instructions, including compliance with health and safety guidance and customer care and equal opportunities requirements.

ELECTORAL CANVASSER - PERSON SPECIFICATION

Criteria or requirements	method of assessment	shortlist criteria
EXPERIENCE/EDUCATION		
Previous experience of working as an electoral canvasser, census enumerator, market researcher, or other similar work calling house-to- house	Application form	Desirable
Experience of dealing with the public face-to-face in a customer service environment	Application form	Desirable
KNOWLEDGE/SKILL/ABILITIES		
Ability to give information and advice regarding registration in an effective way	Application form	Essential
Ability to work to a timetable and guidelines and to meet deadlines	Application form	Essential
Ability to work methodically when organising your canvass time	Application form	Desirable
Ability to understand and follow detailed written instructions and requirements	Application form	Essential
Ability to be able to use a hand-held mobile device	Application form	Essential
Ability to carry out the work without close supervision and work independently	Application form	Essential
Ability to work impartially and maintain confidentiality	Application form	Essential
Ability to walk and climb stairs as required when calling at addresses	Application form	Essential
CUSTOMER CARE		
Ability to implement the Council's Customer Care Policy	Application form	Desirable
EQUAL OPPORTUNITIES		
Ability to deliver a service to the public within the framework of the Equal Opportunities policy	Application form	Desirable
AVAILABILITY		
Availability to work evenings and weekends during employment, with no lengthy period of absence e.g. holiday	Application form	Essential
Availability to attend training	Application form	Essential