

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DIRECTORATE Communities, Environment and Central Services

SECTION Electoral Services

GRADE PO3 – PO5 (Career)

POST DESIGNATION Electoral Services Manager

Purpose of Job:

To be responsible to the Head of Electoral Services and Registrars for:

- i) Responsible for the maintenance of the register of electors, including processing and determination of all applications for registration and all removals from the register.
- ii) Encourage and maximise electoral registration by identifying potential electors, generating invitations to register and further encouragement including canvassing, and develop and implement engagement, promotion and outreach activities.
- iii) Responsible for the supply of registers, periodic notices and absent vote lists.
- iv) Provide core managerial and administrative support for the preparation and conduct of elections.
- v) Deputise for the Head of Electoral Services and Registrars where necessary.
- vi) This is a career graded post but appointments direct to PO4 or PO5 may be made if the appointed candidate demonstrates they have the sufficient knowledge, skills & experience. Advertisements for this post may seek only candidates meeting PO4 or PO5 requirements.

Manages upto 6 directly managed staff.

Manages upto 90 indirectly managed consultancy/contracting staff.

Main Duties:

Electoral Registration

- 1) In liaison with the Head of Electoral Services and Registrars, periodically review work practices and procedures in relation to work areas for which the post holder is responsible and assist with development and implementation of changes as required.
- 2) Responsible for export of registration applicants' personal identifiers for verification, and the subsequent import of verification information for applications. Make a determination in relation to each registration and absent vote application in all cases. Receive, make

arrangements for, and consider and determine, registration objections or appeals except complicated cases needing consultation with the Head of Electoral Services and Registrars.

- 3) Responsible for all electoral registration acknowledgment, confirmation and exceptions correspondence, and all absent vote application provision, confirmation and periodic review and where appropriate cancellation correspondence, including where appropriate email correspondence. Responsible for notifications to other registration officers, and receipt and subsequent action arising from notices from other registration officers.
- 4) Responsible for all required processes, including record checks, and correspondence for both the summary removal of electors from the register and for removals from the register arising from reviews of electors' entitlement to become or remain registered. Responsible for liaison with registrars of deaths and other agencies (including local authority departments or data holders) in relation to people ceasing to be entitled to remain registered.
- 5) Responsible for administration of registration "exceptions" procedures, including communication with persons making unsuccessful or otherwise incomplete applications to encourage them to provide required documents, or failing that provision of required documents attestation. Responsible for receipt and checking of documents and attestations in support of registration applications.
- 6) In liaison with the Head of Electoral Services and Registrars, responsible for publication of the revised versions of the full and open registers and periodic notices of alteration. Responsible for proper and prompt supply of the registers of electors, periodic notices of alterations, and absent voter lists in accordance with legal requirements, together with calculating correct charges and initiating income against such supply, and related administration. Maintain and supply of the Index of Streets and other information relating to the register of electors.
- 7) Liaise as required with the Head of Electoral Services and Registrars in relation to processing of returns to generate invitations, contact center support to the household enquiry process, and in relation to canvassing of households, and regarding new development and property naming and numbering, and that correct postal addresses, including postcodes, appear in the register of electors.
- 8) Manage the periodic issue, receipt, and processing of absent voters' personal identifiers and associated enquiries, and for administrative arrangements in relation to periodic checks of persons with indefinite absent voting arrangements.
- 9) In liaison with the Head of Electoral Services and Registrars develop, review and maintain appropriate administrative and other mechanisms to improve the integrity of the register of electors, and to identify and deal with any fraudulent or improper applications or registration. Liaise with police and/or corporate anti-fraud team, and prepare evidence, as appropriate.
- 10) Assist with the preparation, receipt, secure storage, cancellation and retrieval and subsequent storage of postal votes and associated documentation, including the issue of replacement postal votes and the preparation and supply of marked postal voters lists.
- 11) Calculate and authorise staff overtime payments and payment of temporary office staff, and authorise payment of invoices for goods and services.

Electoral Support

- 12) Responsible for discovering, acquiring and managing data of potential electors, including liaison with local authority data holders and with external organisations such as universities,

social housing landlords, private rented sector landlords and lettings agencies. Establish and maintain effective working relationships with data holders and partner organisations conducive to the statutory requirements and effective operation of Electoral Services.

- 13) Responsible for generating invitations to apply for registration, reminders and canvassing of non-responding individuals, and where appropriate subsequent issue of notices of requirement and notices of civil penalty, and all associated administrative arrangements.
- 14) Responsible for the organisation of household and individual canvasser visits, canvasser recruitment, canvasser training and supervision, canvass documents and materials, as well as periodic review and configuration of canvasser areas, and calculation and authorisation of canvassers' pay.
- 15) Responsible for the management of up to 90 temporary part-time household and individual canvassers.
- 16) Provide core managerial and administrative support for the preparation and conduct of elections and referenda, including election planning, election finance, election notices, poll cards, candidate nominations, ballot papers, liaison with print and other contractors, election staff recruitment and training, postal vote arrangements, verification and count arrangements, and authorising payments in relation to election staff, goods and services.
- 17) Responsible for management and maintenance of computer software, hardware and provision of technical support to enable electoral services to operate effectively, including periodic software upgrades and other technical developments as required, including liaison with local authority and contractor support as required.
- 18) Responsible for maintaining an accurate electoral property database, including postcodes. Liaise with local authority officers e.g. LLPG custodian, Royal Mail and other agencies as appropriate.
- 19) Responsible for support to electoral services through the local authority's contact and service centres, including training of contact and service centre staff in relation to electoral services. Oversee the proper management of provision of access to the register of electors to local authority staff. Liaise with other services or agencies as appropriate.
- 20) Authorise payments for properly-incurred electoral services costs, and support the proper maintenance of records of expenditure against budget provision.
- 21) Deputise for the Head of Electoral Services and Registrars in their absence in relation to acquisition and use of data, organization and management of elections, and associated contractual and performance matters.

General

- 22) Deputise for the Head of Electoral Services and Registrars in their absence in relation to all Electoral Services and office staff matters.
- 23) Maintain a thorough knowledge of all aspects of electoral law, national guidance and developing best practice. Maintain a good knowledge of electoral software functionality, data management and related technical and compliance matters. Attend training identified as appropriate or necessary for the satisfactory performance of the post holder's duties or responsibilities or for the discharge of responsibilities in relation to Council policy.
- 24) To act as a keyholder for elections equipment and personal data records submitted by local residents. This includes ballot boxes, polling booths and annual household enquiry forms.
- 25) To undertake any other work appropriate to the level and general nature of the post's duties.

- 26) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.
- 27) Carry out all duties with due regard to the provisions of health and safety regulations and legislation, data protection legislation, the Council's equal opportunities and customer care policies, and any local agreements.
- 28) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 29) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 30) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 31) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
- 32) This post requires a Basic DBS and will be supported by Safer Recruitment tools (to access DWP and other data).
- 33) To undertake supervision/management of staff as and when required.

PO4 (Additional Duties)

- 34) Responsible for managing permanent and temporary electoral services staff in relation to the processing of household enquiry forms, applications for registration, applications for postal and proxy voting, requests for exclusion from (or inclusion in) the open register, and the checking of all processing prior to it becoming effective. Import registration applications made through the government's portal. Provide professional and procedural guidance to staff as required.
- 35) Responsible for all "special category" registration, including provision of application forms and information, receipt and confirmation of applications, annual renewal processes and notifications of cancellation where appropriate. Administer anonymous registration applications and ensure the proper safekeeping of associated documents.
- 36) Responsible for liaison with residential care home managers or other responsible persons in order to support resident's individual registration as electors (including electoral services staff attendance as and when required), provide information for residents, and elicit regular information as to residents moving into and out of such addresses.
- 37) Assist with the annual household enquiry process, including liaison with contractors in relation to household form production and posting, household responses by post, phone or internet.
- 38) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 39) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.).
- 40) Must be working effectively in the PO3 equivalent role for a minimum of 12 months.

PO5 (Additional Duties)

- 41) Assist with postal vote opening procedures and the verification and counting of votes. Ensure liaison with warehouse / stores regarding polling and other equipment and materials. Responsible for maintaining the list of candidates' meeting rooms, and liaison with relevant premises and other persons or agencies as required.
- 42) Responsible for developing and implementing public engagement strategies to encourage and maximise electoral registration, and promote participation on elections, including provision of registration and election-related information, promotion and outreach activities. Develop and implement strategies to encourage electoral participation, particularly aimed at under-represented communities. Responsible for the content of the council's web site in relation to electoral services.
- 43) Provide managerial and administrative support to the conduct of periodic polling reviews in accordance with legal requirements, including organisation of consultation with local residents and other interested parties, and preparation of reports including recommendations. Assist with periodic boundary (electoral area) reviews and undertake related project work as assigned from time to time.
- 44) Must be working effectively in the PO4 equivalent role for a minimum of 12 months.

Designation of the Post to which the Post-Holder normally reports to:
Head of Electoral Services