



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	Electoral Services Deputy Manager		
GRADE: JOB CODE:	G10 RT366ELECG10	SERVICE AREA:	Electoral Services
REPORTS TO:	Electoral Services Manager	LOCATION:	Council House
SPECIAL CONDITIONS:	<ul style="list-style-type: none">Extended hours are required at particular times such as the run up to an election, the election-day itself and immediately post an election and the post holder will be expected to be flexible at all times.To be available "out of normal office hours" in order to respond to incidents prejudicing the security of the electoral services office premises, in the absence of the Electoral Services Manager.This position is a Politically Restricted post.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in

employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- To support the Electoral Services Manager in all aspects of elections and electoral registration management. including the allocation of routine duties to employees of the section and the regular supervision of such employees
- To deputise for the Electoral Services Manager in the absence of that person, both in the workplace and at internal/external events, as required.
- As a Council appointed Deputy Electoral Registration Officer, conduct formal reviews and quasi-judicial hearings into a persons' eligibility to be on the electoral register, in the absence of the Electoral Services Manager, as required.
- To have responsibility for areas of work and/or projects of significant important, within the unit, as assigned by the Electoral Services Manager, without the need for supervision or direction following the initial discussions. For example; the monthly rolling registration process and annual canvass processing, the management of large scale postal vote issuing and/or opening sessions; the management of a ward by-election, non-statutory election or district wide referendum; the post-election clean-up operation; the implementation of an IT system specific to the unit.
- To be the designated Systems Administrator for the integrated election and electoral registration software system in use at any time. This means being the unit's internal expert on the use and maintenance of the system and responsible for updates and training and developing other staff and ensuring there is sufficient overlap of skill on and knowledge of the system, within the unit, to minimise the risk to the unit's operation through a temporary or permanent loss of a unit member.
- To identify and be responsible for on-going development/implementation of IT applications and the innovative use of them to improve the units efficiency and effectiveness and to liaise with council's IT section, as necessary, concerning all aspects of IT
- To be the unit's internal expert on the use of corporate IT applications, e.g: LLPG, I-procurement and ATAR etc in so far as the unit's requirements go and to train and develop staff on these corporate systems and processes.
- To be the units approver for I-procurement purchases.
- To manage the siting of polling stations (including temporary polling stations), including consultation with local elected members, and where appropriate, other interested external parties, including local political party headquarters, and ensuring their on-going suitability for disadvantaged / disabled electors.

- To be responsible for all external liaisons with schools and other organisations in the securing and on-going management of polling station sites.
- To be responsible for the administration of recruitment and payment of approximately 800-900 casual staff positions (presiding officers, poll clerks and counting clerks, etc) employed for an election and the annual canvass (renewal of the electoral register).
- To provide advice, when appropriate, to members of council, members of parliament, the Returning Officer and Deputy Returning Officer, council staff and the general public on any matters relating to electoral registration and elections.
- To support the Electoral Services Manager in all matters relating to boundary reviews and the statutory and/or council initiated review of all polling districts and polling places.
- To be available “out of normal office hours” in order to respond to incidents prejudicing the security of the electoral registration office premises.
- Any other duties appropriate to the grade of the post as may be delegated by the “officer(s)”
 - ❖ appointed by council as its Returning Officer (local authority elections), Acting Returning Officer (UK Parliamentary elections), Local Returning Officer (European Parliamentary elections) and Electoral Registration Officer; and
 - ❖ appointed by the Chief Counting Officer (the chairman of the Electoral Commission) as the Counting Officer (for local, regional or national referenda);

in the absence of the Electoral Services Manager.

3. Role specific duties and accountabilities:

Horizon Scanning

- To work as part of a flexible team providing a high quality service to individuals and organisations involved in regeneration initiatives.
- To develop a broad understanding of the Council’s aims, objectives and mission, together with an in depth understanding of how these aims and objectives impact on the postholder’s duties and responsibilities and the Section as a whole.

Leading People

- To supervise a small team of staff, ensuring high quality of performance and responding to and dealing with weak/poor performance and other personnel issues as required, such as sickness absence management.
- To delegate and supervise work within the unit so as to maximise the team’s contribution, managing own time effectively and prioritising workloads in the section.

- To actively contribute to the development of the team and its members through the implementation of the Council's individual personal development scheme.
- To work co-operatively with colleagues within the values of the Service and the Council so as to achieve the aims, objectives, standards and targets of the post, the team and the Council.
- To use personal skills, knowledge and experience to optimum effect within the limits of the post.
- To prepare accurate and complete technical and specialist documentation as relevant to the section, including the preparation of minutes/notes of meetings and technical reports.
- To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the jobholder's competence.
- To initiate, attend and be an active participant in working/project groups and other meetings as the team's representative to identify, discuss and resolve current issues.
- To inform the relevant senior staff of all matters of concern arising within the scope of the post.
- The postholder must also undertake other duties within his/her competence or otherwise appropriate to the grading of the post as required.
- The postholder must at all times carry out his/her duties with due regard to the Council's employment policies, with particular reference to Equal Opportunities and Health & Safety.

Managing Resources

- To contribute to the Department's continued achievement of quality standards, including Investors in People, Charter Marks and ISO through individual and team performance improvements.
- To seek to continually improve administration systems in use within the team, particularly in relation to how these impact on the post. To participate positively in the implementation of new working methods and practices as required.
- To maintain a good understanding of, and competence in using, the administrative systems of the team, including computer-based systems.

Managing Self

- To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan and to review this at least annually with the line manager.
 - The postholder is responsible for his/her own self development on a continuous basis and as such will be expected to undergo suitable training.
 - To be aware of current national and local issues relating to Local Government and to the Authority insofar as they impact on the post or the postholder.
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4. Key Stakeholders and reporting lines

Reports to: Electoral Services Manager

Responsible over: 4 Electoral Clerks



JOB TITLE: Electoral Services Deputy Manager		GRADE G10
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to work on a project and / or significant task with minimum or no direct	A/I	3
Ability to manage external contracts	I	3
Ability to communicate effectively (orally, writing and listening)	A/I	3
Ability to deliver effective training	I	3
Ability to deliver clear, concise written and verbal advice on electoral matters.	I	3
Ability to skilfully delegate, motivate and influence	I	2
To be a very competent user of an integrated electoral registration / election	I	3
To be a competent user of Microsoft office applications (Word, Excel, Outlook, Visio) and Crystal reports (used by Eros11)	A/I	3
To be an effective and proactive problem solver	I	3
To have well developed administrative and organisational skills	A/I	3

Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	A	
Has a working knowledge of the Walsall council's democratic makeup	I	1
Has a good knowledge of local government and the electoral industry	I	2
Demonstrate a high level of understanding of electoral related legislation and its implications	I	3
A good awareness of the benefits that IT can bring to the workplace.	I	2
Substantial full time equivalent experience in administration, including significant supervisory experience	A/I	3
Experience in the planning and organisation of major elections (not local by-elections or parish elections).	A/I	3
Substantial experience in working at a senior level	A	
Proven significant experience of running an Election	A	
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Association of Electoral Administrators Diploma or equivalent experience	A	
Current UK driving licence	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Demonstrate strong customer service skills / aptitude	I	3
Demonstrate a strong commitment to continuously seek service / process	A/I	2
Demonstrate good leadership qualities	A/I	2
To be positive, outgoing, calm and enthusiastic	I	3
Able to work and exercise consistently sound judgement in operational decision-making in pressured and stressful situations	A/I	3
Able to be an effective team player with good interpersonal skills	I	3
Meticulous attention to detail	I	3
To be innovative, open to ideas and uses initiative well	I	2
To be tactful, discreet and very aware of the political nature of electoral matters	I	3
Ability to learn / adapt quickly	I	2
Prepared by:	Iqbal Javed	Date: October 2021