



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

JOB TITLE:	Electoral Services Manager		
GRADE:	G12	SERVICE AREA:	Electoral Services
JOB CODE:	RT360ELECG12		
REPORTS TO:	Director of Governance	LOCATION:	Council House
SPECIAL CONDITIONS:	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. 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 manage the Electoral Registration Service, which provides the Council's electoral services and conducts all elections within the borough, being local Council, UK Parliamentary (3 constituencies), European Parliamentary, Mayoral, by-elections for any of the aforementioned, referenda (local, regional national) and business improvement service elections as required.
- The post holder will be responsible for all practices within the service.
- The post holder will be accountable to deal with any emergency or any other situation that arises and will use their discretion and initiative to resolve major service delivery issues without recourse.

3. Role specific duties and accountabilities:

Horizon Scanning

The continuous management of the electoral registration and elections service.

To lead and take responsibility for the development of all policies and procedures related to the Electoral Service within the Council in accordance with any legislation and guidance/policy documents issued by the Government and Electoral Service.

To lead and take responsibility for the development of service delivery and practices in accordance with any legislation and guidance/policy documents issued by the Government and Electoral Service.

Responsibility for all aspect of the management of local, Parliamentary, European and other elections/referenda and the taking of all necessary actions in connection with such elections.

Responsibility for the management of the annual revision and preparation of the Council's register of elections as well as the on-going maintenance of the register and elector list.

Responsibility

Responsibility for the evaluation and selection of the electoral registration and elections management system used by the service

To network and co-ordinate with fellow electoral administrators, government departments, contractors/suppliers, Police, the Electoral Commission, on all matters concerning the management of electoral registration and elections, as necessary.

To liaise with National Party Offices, election candidates and their agents on matters of interest to them concerning elections and registration.

Responsibility for the selection of suppliers and awarding of contracts and payment for the supply of election and electoral registration, related materials and services, up to the approved value.

Responsibility for the management of the recruitment, employment and training for all casual staff positions (presiding officers, poll clerks, counting clerks, canvassers etc) employed for elections and electoral registration.

Responsibility for conducting reviews of polling districts and polling places, as required by law or Council.

Responsibility for liaising with the appropriate bodies regarding the conduct of Parliamentary and local Council ward boundary reviews and the implementation of any final changes.

Responsibility for the achievement of performance standards as set by the Electoral Commission for electoral registration and elections and their subsequent compilation and reporting to the Electoral Commission.

Responsibility for preparing, monitoring and reporting on the services annual budget.

Responsibility for health and safety issues within the work environment.

Responsibility for equality issues in accordance with the Council's equal opportunities policies and initiatives.

Responsibility for developing all forms and templates for the service and maintaining the electoral services web pages.

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)"

Nominated 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

Nominated by the Chief Counting Officer (the Chairman of the Electoral Commission) as the Counting Officer (for local, regional or national referenda).

Leading People

Continually reviewing working arrangements and practices and making improvements where necessary.

Dealing at first instance with grievances and reporting on matters of discipline.

The setting of standards of competence and informing and counselling employees of the section as necessary.

Identifying training development needs of employees of the section and casual staff.

Conducting individual performance management reviews of the section's permanent employees.

To work as part of a flexible team providing a high quality service to individuals and organisations.

Managing Resources

To work co-operatively with colleagues within the values of the service and the Council 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.

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.

Managing performance

To advise elected members and staff of the Council, local Members of Parliament, electors and members of the public on all matters of electoral registration and elections/referenda, including new legislation and its impact and implementation.

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 post-holder's duties and responsibilities and the section as a whole.

To be accountable for the monitoring and continuous improvements of the service

To ensure full compliance on all statutory legal requirements of the service

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.

4. Key Stakeholders and reporting lines

Reports to:

The officers(s)

- Nominated 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;
- Nominated by the Chief Counting Officer (the Chairman of the Electoral Commission) as the Counting Officer (for local, regional or national referenda);
- Nominated by any of the above as deputies with full powers

Responsible over:

5 employees - the Electoral Services Assistant Manager, Electoral Administrators, Electoral Assistants (1.5) as well as approximately 800-900 casual staff positions required for an election and electoral registration.

- It should be noted that the number of elections conducted in any one year can vary considerably and only Council elections and the European Parliamentary election have fixed dates
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JOB TITLE Electoral Services Manager	GRADE G12	
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: refer to corporate behaviours document		
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.	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.	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.	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.	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.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to develop and use a comprehensive project plan	A/I	3
Able to develop and use a comprehensive risk register for a national election	A/I	3
Ability to manage external contracts	I	3
Ability to communicate effectively (orally, writing & listening)	A/I	3
Ability to deliver effective training	I	3
Ability to develop and effectively manage an annual/multi-year budget	A/I	3
Ability to deliver clear, concise written and verbal advice on electoral matters	I	3
Ability to implement change skilfully and effectively	A/I	2
Ability to skilfully delegate, motivate and influence	I	2
Ability to effectively manage a team of long serving permanent staff	I	3

To be a very competent user of an integrated electoral registration/election management system	I	3
To be a competent user of Microsoft Office application and Crystal reports (used by Eros11)	A/I	3
To be an effective and proactive problem solver	I	3
Ability to devise and implement effective strategies for encouraging electoral participation	I	1
Ability to devise and implement effective strategies for recruitment of staff for election day roles and the annual canvass	I	3
Values		
Demonstrate strong customer service skills/aptitude	I	3
Demonstrate a strong commitment to continuously seek service/process improvement	A/I	2
Knowledge		
Have a working knowledge of Walsall Council's democratic make up	I	1
Have 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
To keep updated all Council policies in line with prevailing relevant legislation in relation to Electoral Services and implementing all new legislation including regulations, guidance and policy practice documents issued either by Central Government or the Electoral Commission.	A	
Personal Qualities		
Demonstrate good leadership qualities	A/I	3
To be a 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 to use initiative	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
An awareness of, and commitment, equality of opportunity	I	3
Communicates with people – shows confidence and credibility, relates well to others, promotes fairness and equity	A/I	3
Achieves outcomes for customers and communities – is customer outcome focused, strives for continuous improvement	A/I	3

Uses initiative, is innovative and drives through change – is change orientated, displays creative thinking	A/I	3
Develops effective partnerships and responds to external pressures – works well with others, demonstrates an external focus	A/I	3
Is politically aware and understands how the organisation works	A/I	3
Experience		
Have managed or experienced at least 4 major elections or combinations of elections (e.g UK general, European Parliamentary, Mayoral elections, referendum and local elections) with an electorate of about 100,000 or more	A/I	3
Have managed or experienced at least 4 annual canvasses	A/I	3
Qualifications		
AEA Diploma or equivalent substantial experience in full time electoral management	A	
Current UK Driving licence	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	
Awareness of, and commitment to, confidentiality and handling data	I	
Prepared by: Iqbal Javed	Date: 23 June 2021	