LEGAL AND COMMUNITY DIRECTORATE

JOB DESCRIPTION

July 2021 **Post No: CS42100**

Job Title:	Electoral Services Manager
Service/Unit Area:	Democratic Services
Grade:	10
Hours:	Full Time
Responsible to:	Democratic Services Manager - Returning Officer (RO) and Electoral Registration Officer (ERO)
Responsible for:	Electoral Services Officer (full time) x 3 (and Apprentice if applicable) Temp. Staff as necessary (1x Office) (approx 400 per election and 40 – 45 Door Canvassers, annually)
Contacts:	The RO/ERO; Members of the Council; Senior Officers from NHDC and other authorities (including their ROs/EROs/ Police Area RO); contractors; consultants; the Association of Electoral Administrators; Electoral Commission and the MoJ, election candidates, their agents, Members of Parliament. Political party agents, secretaries and organisers. H.M Customs and Excise, Chief Inspector (Herts Police), the public. Attendance at Committees and working parties as required.

Job Summary:
To lead and manage the Electoral Services Team and to be responsible in fulfilling the statutory duties of the Returning Officer for the project planning, management and delivery of all types of elections and referenda including: District, Parliamentary, County, Police & Crime Commissioner, local council and town/parish elections, referendums and Business Investment District Polls in accordance with legislation and Electoral Commission Guidance, acting as a Deputy RO with full power to carry out those duties.

To be responsible in fulfilling the statutory duties of the Electoral Registration Officer for the preparation, maintenance and publication of the Electoral Register in accordance with legislation and Electoral Commission Guidance.

To be responsible for encouraging maximum participation in local democracy and voting in elections

1 Key Responsibilities

On behalf of the RO/ERO to lead, develop, control and manage the following areas:

a) Electoral Registration

To play the lead role in:

- The recruitment, training, deployment and management of full-time and temporary staff, to manage the implementation of the specialist procedures for preparing, maintaining and publishing the Electoral Register.

- Motivate and provide guidance as necessary to ensure that the individuals' and the service area's objectives are achieved.

- Devise and implement a timetable for the successful Annual Canvass resulting in the publication of the Register of Electors.

- To prepare an accurate Register of Electors to ensure that all qualified electors are registered and to constantly review all policies and procedures to ensure that all statutory processes are completed according to law

b) Elections, Referendum, Poll Management

To play the lead role in:

- the recruitment, training, deployment and management of staff to follow specialist procedures (administrative and technical) for all types of elections and Referendum i.e. District,County, Parliamentary. Police & Crime Commissioner, local council and town/parish elections, referendums and Business Investment District Polls.

- Provide advice, guidance and leadership to elections staff both permanent and temporary.

- Devise detailed project plans and risk assessments for each electoral event. Including long term developmental projects over a number of years and individual electoral events. Determine the amount of resources required to ensure the efficient running of the process. Organise plan and deliver high profile election events (including police, security, IT staff, publicity, media, count staff, candidates, agents etc). Seek statutory external approval for plans from appropriate government agencies (Electoral Commission, Cabinet Office etc)

- To provide and liaise with users of the service at all levels e.g. elected members, candidates, political parties, government departments etc. on matters relating to electoral services regarding legislation and process, providing procedural advice and guidance.

- Act as the lead officer for the Authority at meetings with the Eastern Region local authorities regarding cross authority planning and project initiatives for both election and registration matters and to actively attend these meetings.

- Act as Deputy Returning Officer with full delegated powers during an election to carry out the full range of responsibilities of the Returning Officer

- Manage the nomination process, liaising with various external and internal departments throughout.

- Co-ordinate and publish any required information, including although not limited to that under the Local Authorities (Referendums) (Petitions) (England) Regulations 2011.

c) Public Participation and Community Engagement

- Be responsible for developing, maintaining and deploying systems and procedures to improve engagement and otherwise encourage participation by the public in the democratic process, including contributing to Democratic awareness days, youth engagement and electoral awareness campaigns, working in partnership with the Committee, Member and Scrutiny Manager in developing these events.

- Lead on the establishment and maintenance of contact with community groups and champion the local democracy process and participation in that process.

d) General

- Keep abreast of changing legal and statutory obligations, promptly updating management systems, documentation, processes and infrastructures to ensure compliance at all times on behalf of NHDC.

- Write procedures and risk assessments for all electoral services processes (includes business continuity). keep under review and devise, alter and update procedures, where necessary, taking into account new local policies, recognised professional best practice, primary and secondary legislation.

- Develop and embed processes to increase performance within the service. Devise systems to ensure compliance with performance standards.

- Ensure that any necessary procurement processes are completed in advance of the electoral or other related registration processes. Negotiate with contractors and suppliers to improve stationery, equipment and software products.

- Take the lead on and be responsible for major new projects either internally or those being introduced by Government.

- Review and make recommendations on polling districts, places, polling stations and counting venues and ensure compliance with access and health and safety regulations, including consultation with electors and other stakeholders, presenting the final report to Council

- To take a leading role in Community Governance Reviews and periodic Boundary Reviews undertaken by the Boundary Commission, provide or co-ordinate the technical responses and contribute to the formulation of recommendations to Council on the submission and any subsequent input into the reviews.

- Ensure that queries from electors, the general public, candidates, members, officers and the media are dealt with promptly and efficiently.

- Liaise with, advise and assist with the training of Customer Services Staff.

- Manage web content, including authorship, design and publishing.

- To be a member and regularly attend the Association of Electoral Administrators Eastern Region meetings.

e) Technical

Legal and Administrative

- Ensure that all legal requirements are identified and embedded across the range of electoral processes and administrative techniques.

- Ensure that the Returning Officer and the Electoral Registration Officer achieves the key performance indicators established by the Electoral Commission.

I.T. Management

- Ensure that systems operate effectively and that their accuracy is maintained.

- Co-ordinate and where necessary convert, or arrange for the conversion, of electoral data and electoral systems operated by neighbouring local authorities.

- To be the main point of contact and be responsible for any updates or issues with the electoral management system, with the support of IT.

2 Staff Management

- Provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities.

- Deploy staff effectively and to ensure they are performing to agreed standards (including 1:1 supervisory meetings, team meetings, recruitment and selection, use of disciplinary and absence monitoring policies and regular performance reviews).

- Recruit, devise and implement training programmes for and manage permanent, temporary and casual staff as necessary.

- To be responsible and accountable for the Electoral Services Officers/ Assistant and Apprentice operating under the management of this post at all times

3 Service Management

- Review and develop the services for which the postholder is responsible. With particular reference to ensuring that, where necessary, procedures and practices are maintained in a way suitable for non-specialist staff to be trained in (including recruitment and payroll administration).

- Have a high level knowledge of electoral law, analyse new legislation and Government circulars and ensure that appropriate changes to processes are introduced embedded into regular working polices and practises

- Foster and develop partnership working with neighbouring authorities (special reference to St. Albans, Stevenage, East Herts and Central Beds). As appropriate manage, train and deploy staff from other local authorities

- Act as the authority's source of advice to local Councils (Parish, Town and Community) on electoral matters.

4 Financial Responsibilities

- Set up, control and manage all financial processes connected to all electoral events including preparing accounts for all monies spent for submission to and approval by central government, the County Council, Police & Crime Commissioner's and Parish Councils

- Proactively manage budgets within agreed financial limits, including any level set by central government to promote value for money in delivering services and maximise the achievements of Council and national policy.

- Work within the Council's Standing Orders for Contracts and Financial Regulations .

- Direct responsibility for the management of central government funding in respect of Parliamentary elections etc.

- Direct responsibility for calculation of payments to staff, reconciliation of tax / N.I. deducted for submission to HMRC and balancing of all associated accounts.

- Evaluate risk and accordingly update the Council's risk register for possible financial and legal consequences.

- To compile election accounts for submission to the Electoral Claims Unit and recharges.

5 Other Responsibilities

- To ensure that all dealings with staff, Councillors, suppliers and the public are conducted within the Council's Equal Opportunities framework.

- To prepare relevant reports for Council, Committees or partner organisations and attend as required.

- To prepare Briefing documents to Members as required.

- Ensure that the Council's key priorities are maintained when dealing with members of the public and internal customers.

- To have regard for the impact that the individual's and the units work can make on the priorities that are covered by the service area.

- To have regard for the duty of care of information gained during the course of employment that relates to other employees, the public, contractors, candidates, Election Agents and Members.

- To be aware of and work in accordance with the Councils safeguarding policies and procedures in order to safeguard and promote the welfare of children and adults at risk, and to raise any concerns relating to such procedures which may be noted during the course of duty.

- To take care for the health and safety of the post holder and other staff and visitors who may be affected. To undertake other duties which may arise or as may be delegated from time to time, appropriate to the grade of the post.

- Prior to and during elections and the annual canvass the postholder will be required to work additional hours at evening and weekends and unsocial hours at short notice to ensure that statutory deadlines are met.

- Provide support and advice to the RO/ ERO or any other Deputies.

6. Political Restriction

This post is subject to political restriction, which are divided into two categories and relates to the post holder duties

- Specified post, since the post holder would be required to deputise for the RO potentially at relevant committee and sub committee meetings to make formal reports, and provide additional policy advice, this constitutes a specified post within this criterion.

- 'Sensitive' posts, which meet one of both of the following duties related criteria:
  - Giving advice on a regular basis to the authority itself, to any committee or sub committee of the authority of any joint committee on which the authority are represented, or where the authority are operating executive arrangements, to the executive of the authority; to any committee of that executive, or to any member of that executive who is a member of the authority
  - Speaking on behalf of the authority on a regular basis to journalists or broadcasters.

  The postholder must therefore be aware that in accepting this post, they are required to confirm that they will conform with these political restrictions and that they will be included as conditions of their formal contract of employment with the authority.

Signed…… Manager Date……

Signed…… Employee Date……