

Assurance

Deputy Electoral Services Manager Job Description and Person Specification

March 2025

Job Description

Job Title:	Deputy Electoral Services Manager
Department:	Assurance
Function:	Electoral Services
Team:	Electoral Services
Post number:	S006311
Grade:	LBR11
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36/52
Base location:	Town Hall
Reports to: <i>Job title</i>	Electoral Services Manager
Responsible for: <i>Job titles of direct reports</i>	1x Senior Electoral Services Officer and 1x Electoral Services Officer
Role purpose and role dimensions: <i>Overview of the job</i>	To lead the Electoral Services Team in providing an efficient and effective Service and to deliver a cost-effective service ensuring that the delivery complies with legislation, professional standards and the Councils' values, standards, policies and priorities.
Key external contacts: <i>Organisations</i>	AEA Universities Care Homes Community Groups Youth Service
Key internal contacts: <i>Job titles or groups of staff</i>	Returning Officer Operational Director Assurance Elected members
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	N/A
Key areas for decision making:	The post will provide the highest level of accurate advice and guidance to the Returning Officer, Electoral Registration Officer, Members and Officers of the Council in respect of Electoral Services.
Other considerations: <i>E.g. working patterns</i>	Outside office hours leading up to and during election periods. This post is politically restricted.

Key accountabilities and result areas:	Key elements:
Register of Electors	<p>This will involve: Responsibility for compiling, maintaining and publishing a complete and accurate register of electors. To maximise voter registration by working in partnership with other council departments and developing working relationships with outside bodies such as Universities, Care Homes and Community Groups to promote Individual Electoral Registration to both maximise the numbers and accuracy of the register of electors. To design, implement and supervise procedures for the maintenance of a complete and accurate Register of Electors. To manage procedures for the administration of absent voting. Including the scanning and processing of all applications including leading on the management of the annual refresh of personal identifiers in accordance with relevant legislation. Working with the Council's LLPG custodian to initiate procedures to ensure all existing and new residential properties are identified for registration purposes including the recording of all Unique Property Reference Numbers (UPRN's) and monitor all information from council departments and elsewhere that has implications for this.</p>
Elections	<p>This will involve: To ensure the successful overall delivery of all elections and referendums leading on specific areas as designated by the Deputy Returning Officer. To review polling district and electoral boundaries, polling and counting arrangements. To lead on the organisation of the Youth Council elections, working with Children's Services and elected Members</p>
Recruitment and Training	<p>This will involve: To organise the recruitment, selection, designing of and delivery of relevant training and subsequent supervision of up to 50 electoral canvassers including monitoring and recording of their work, managing their performance and offering assistance to HR and Payroll in their official processing. To devise, implement and maintain a training programme for Electoral Services for the implementation of IER to business-as-usual utilising the full functionality of the election management software system. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder</p>
Systems	<p>This will involve: To design, implement and review new business processes in light of individual electoral registration fully utilising all functionality of the election management software system. To ensure that records and images whether data or hardcopy are stored and maintained in accordance with the Council's document retention policy. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner</p>
Office Duties	<p>This will involve: Be responsible for the day-to-day office procedures and management of the Service. To be responsible for the recording and responding to of all complaints and enquiries received by the service. Be responsible for the Services health and safety issues including completion of documentation as per the Council's policies</p>

General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within the grading level and competence.

Person Specification

Job Title:	Deputy Electoral Services Manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = Essential, 2 = Desirable</i>		A - I - T	Weighting
Minimum education/ qualifications:	Significant experience working in Elections at a senior level or previous experience as a Deputy Returning Officer.	A	3
	Experience of working in the electoral services office using the Xpress software system.	A/I	2
	Must hold the Association of Electoral Administrators (AEA) Certificate	A	3
Minimum experience/ knowledge/ skills:	Understand, interpret and explain electoral law and draft legislation and regulations.	A/I	3
	Effectively manage, develop and motivate both full and part-time staff.	A	2
	Review, organise and implement plans to effectively co-ordinate administrative systems in the electoral services office.	A	2
	Prioritise your workload and those you directly manage.	A/I	3
	A high level of IT proficiency, including advanced skills in word processing, spreadsheets, databases, and email systems	A/I	3
Minimum competencies: Customer focus	Demonstrate an ability to promote participation and awareness of electoral matters to the community and under registered groups effectively	A/I	3
Communicating and influencing	Communicate effectively with senior council officers, elected Councillors, MPs and the public on electoral matters both verbally and in writing.	A	3
	Demonstrated expertise in maintaining impartiality and exercising the highest standards of confidentiality.	A	3

Building relationships, working together and in partnership	Work closely with local government officials, community leaders, and other electoral bodies to ensure effective coordination of electoral activities.	A	2
	Collaborate with colleagues within a multi-disciplinary team to ensure smooth day-to-day operations and successful delivery of electoral services.	A/I	3
Respecting & implementing diversity	Ability to adhere to the Council's Dignity at Work policy.	A	3
	Ability to adhere to and implement in a working environment the Council's Health & Safety policy.	A/I	3
Planning, organising & achieving results	Coordinate logistics for polling stations, voter registration drives, and outreach events, ensuring all resources are in place and operations run smoothly.	A	2
Embracing change	Stay informed about changes in electoral laws, regulations, and policies, and ensure the electoral office complies with these changes in a timely and effective manner.	A/I	3
<i>For those with managerial responsibility</i> Leadership			
Managing and developing people	Deputise effectively for the Electoral Services Manager in their absence in relation to all electoral matters	A/I	3
Special conditions:	Work unsocial hours particularly during election and canvass periods and the potential need to restrict annual leave at these times. This post is politically restricted.	A/I	3