

| Electoral Services

Electoral Services Manager

Job Description and Person Specification

July 2026

Job Description

Job Title:	Electoral Services Manager
Department:	Assurance
Function:	Electoral Registration and Elections
Team:	Electoral Services
Post number:	S000090
Grade:	LBR17
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours / 52.14 weeks
Base location:	Lynton House / Town Hall
Reports to: <i>Job title</i>	Director of Assurance and Monitoring Officer
Responsible for: <i>Job titles of direct reports</i>	Deputy Electoral Services Manager 2 x Electoral Services Officer Temporary Election and Canvass Staff

Role purpose and role dimensions: <i>Overview of the job</i>	• To deliver a high quality, value for money, effective Electoral Service, which complies with electoral regulations and one which meets the performance standards set by the Electoral Commission in relation to electoral registration and elections, utilises best practice and evolves in line with legislation and service delivery. • To lead and manage the Electoral Services section ensuring that there is effective organisation of the annual canvass, the production of the Register of Electors, monthly Rolling Registration Alterations under Individual Electoral Registration and the planning and conduct of elections, by-elections and referenda. • To respond to, lead and to manage the implementation of new Borough initiatives such as Boundary reviews, reviews of polling districts, polling places and the implementation of new legislation. • To provide expert advice on all matters relating to electoral registration, elections and referenda in relation to organisation, planning and administration. To report as necessary to the Returning Officer and Electoral Registration Officer with regard to his/her statutory functions. To deputise for the Returning Officer in his/her statutory duties with full powers for the administration of an efficient and effective election.
Key external contacts: <i>Organisations</i>	Civica /Xpress - Electoral Management System Provider PSL / FDM Printers - Registration and Election printing
Key internal contacts: <i>Job titles or groups of staff</i>	Chief Executives Office Legal Services Democratic Services Finance HR / Payroll
Financial dimensions:	Registration Budget approx. £370K Election Budget approx. £550K Annual Canvass Budget £145K

Key areas for decision making:	• Electoral registration • Elections • Polling Places and Polling Station Reviews • Annual Canvass
Other considerations: <i>E.g. working patterns</i>	• Politically Restricted post • Additional hours to meet demand (elections) • Out of core hours work as required (committee meetings)

Key accountabilities and result areas:	Key elements:
Registration and Elections Service Delivery	This will involve: • To deliver a high quality, value for money, effective Electoral Service, • Complies with electoral regulations • Meeting the performance standards set by the Electoral Commission in relation to electoral registration and elections, • Utilises best practice and which evolves in line with legislation and service delivery.
Management of the Electoral Registration processes and the running of any Elections	This will involve: • To lead and manage the Electoral Services section • Ensuring that there is effective organisation of the annual canvass, • The production of the Revised Register of Electors, • The production of the monthly Rolling Registration Alterations under Individual Electoral Registration • The planning and conduct of elections, by-elections and referenda

Undertake the management and running of any Elections to a satisfactory conclusion.	This will involve: • To lead on the delivery of any elections • To advise the Returning Officer on the processes and statutory procedures. • To be part of the Election Board Team planning and advising on the successful delivery of elections. • To manage all election processes including the recruitment, training and payment of all staff. • To ensure that all appropriate equipment and publications are commissioned and used at Polling Stations and the count venue, • Ensuring all health and safety and GDPR considerations are considered. • To plan and co-ordinate the count arrangements, identifying venues, prepare counting schemes, • To ensure sufficient staff recruitment and equipment are available.
Oversee the planning and running of the Annual Canvass	This will involve: • To manage the planning and implementation of the annual canvass • To oversee the Deputy Electoral Services Manager during the annual canvass, • To manage the canvass budget, • To oversee the recruitment and training of temporary staff. • To act as overall liaison for temporary canvassers and other staff as necessary • To be responsible for investigations and dismissal of such staff as required as a result of complaints received or under performance.
To maintain knowledge and any implement changes to Statutory and Legislation affecting Electoral Services.	This will involve: • To report as necessary to the Returning Officer and Electoral Registration Officer with regard to his/her statutory functions. • To deputise for the Returning Officer in his/her statutory duties with full powers for the administration of an efficient and effective election. • To provide expert advice on all matters relating to electoral registration, elections and referenda in relation to organisation, planning and administration.
To encourage engagement in registrations and elections across the Borough	This will involve: • To lead on strategies on outreach work to encourage under represented groups to register and participate in the electoral process.

General accountabilities and responsibilities: • To participate and operate the Council's performance and development review scheme ensuring that all staff have individual development plans and targets and are given support to achieve them taking remedial action as necessary. • To keep abreast of new legislation, development and approaches affecting the work of the section. Advise on interpretation and to ensure that required changes to GDPR are made whilst risk to reputation is managed in regard to potential fraud and security of information. • To ensure the service has a robust business and emergency continuity plan and ensure that risks are identified and managed accordingly. • To manage and implement changes arising from boundary reviews and reviews of polling districts and polling places in line with electoral law requirements. • To keep abreast of the Data Protection Act 2018 and GDPR as it applies to the service. To ensure all staff comply with the relevant legislation 'Under the Representation of the People Regulations 2001' in respect of offences to use or pass on information contained in the 'Full Register' other than for the purpose it was issued under Reg.102-109 • To undertake some manual handling as part of the work, subject to risk assessments. This will not preclude people with disabilities where reasonable adaptations will be considered to support their role.	
Green Statement	This will involve: ▪ 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	This will involve: ▪ 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	This will involve: ▪ 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	This will involve: 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 DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: 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	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: 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: - 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: 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 your the grading level and competence.

Person Specification

Job Title:			
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/qualifications:	Hold the AEA certificate and willing to work towards the AEA Diploma if required	A	3

Minimum experience/ knowledge/ skills:	• Experience of service and project development including liaison with data holders and contractors	A / I	3
	• Ability to provide advice and interpret electoral legislation and regulations.	A / I	3
	• Substantial experience and responsibility of organising and administering statutory elections in the UK	A / I	3
	• Substantial experience and responsibility of organising and administering the annual canvass	A / I	3
	• Experience of providing training for elections and registration administration.	A / I	3
	• Experience of supervising and mentoring staff		
	• Experience of managing budgets for the conduct of elections and registration.	A / I	3
	• Extensive knowledge of the law and regulations with regard to conduct of elections and electoral registration.	A / I	3
	• Extensive knowledge of election processes and procedures.	A / I	3
	• Extensive knowledge of the annual canvass processes and monthly registration procedures.	A / I	3
	• Up to date understanding of new developments and best practice in electoral services administration	A / I	3

Minimum behaviours: Customer service	• Able to communicate clearly both orally and in writing.	A / I	3
	• Customer focussed attitude to day to day issues and more complex problems.	A / I	3
	• Able to manage, control and prioritise the work of a team while ensuring pre-determined deadlines are met.	A / I	3
	• Able to train and motivate staff to achieve high levels of customer service, performance and personal and professional development.	A / I	3
	• Ability to develop and implement public engagement strategies, activities and information to benefit residents	A / I	3

Communicating and influencing others	• Good interpersonal, negotiation and team building skills. • Works well under pressure – likes to organise in a systematic manner. • Professional demeanour which commands confidence. • Highest standards of personal integrity.	A / I	3
		A / I	3
		A / I	3
			3
Working together	• Able to work closely and establish positive relationships with candidates, representatives of political groups and parties, Members, officers of the Council, external agencies, community groups and individuals. • Political sensitivity. • Committed to the delivery of customer-focused services and continuous service improvement. • Team player.	A / I	3
		A / I	3
		A / I	3
		A / I	3
Analysis and judgement	• Analytical skills that contribute effectively to the identification of developments and trends, prioritisation and problem solving. • Strong organisational and planning skills • Can interpret complex advice and procedures to implement clear guidance in order to deliver effective and highly participative electoral services. • Effective time management skills to ensure deadlines are managed efficiently at both team and individual levels. • Effective project management skills.	A / I	2
		A / I	3
			3
		A / I	3
		A / I	3

Driving improvement	• Performance oriented – sets and achieves high standards for self and others.	A / I	3
	• A careful and organised planner but is able to respond constructively to changing demands, meets tight deadlines and maintains quality services.	A / I	3
	• Works well under pressure – likes to organise in a systematic manner.	A / I	3
Adaptability	• Flexible and adoptable – responds positively to changing demands	A / I	3
Leadership and managing people (for those with line management responsibility)	• Leadership and motivational skills to develop and motivate others to perform at their best.	A / I	3
Strategic perspective (for senior management posts)	• Thorough understanding of and positive commitment to the implementation and development in the service delivery and employment practices.	A / I	3
	• A good knowledge and understanding of equalities diversity issues.	A / I	2
	• Committed to adhere to Redbridge Council policies and procedures	A / I	3
Special conditions:	• Willingness to work flexibly outside normal office hours particularly at the time of an election and the annual canvass period	A / I	3