

## JOB SUMMARY

<b>Post Title</b>	Elections and Local Land Charges Officer (career grade)						
<b>Job Family</b>	<i>Business Support</i>	<b>Pay Range</b>	5	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	BS05
<b>Service Area</b>	Elections and Local Land Charges (ELLC)						
<b>Line Manager</b>	Electoral Services and Local Land Charges Manager						
<b>Location</b>	County Hall and Agile (Hybrid working as service need requires)						

### Job Purpose

To support the ELLC team in providing an effective, flexible and responsive technical, advisory and administrative support service across a range of electoral registration and elections management functions, ensuring all statutory requirements are met.

To input requests for, and compile replies to Requisitions for Searches of the Local Land Authority Registers and Commons Register and to provide related information and maintain those Registers, along with the Local Land Charges Register manually or electronically, as appropriate.

### Job Context/Key Outputs

#### Electoral Services

- To provide a range of general office duties, including, but not limited to scanning documentation, dispatching forms and correspondence, inputting and checking data, filing and dealing with customer enquiries.
- Support the effective delivery of the annual canvass in accordance with the legislative requirements of Individual Electoral Registration (IER) and ensure the Electoral Register is accurately maintained, utilising data matching tools (as permitted within regulations) to verify applications to register thorough the rolling registration process.
- To actively participate in the organisation (with others) in the delivery of all elections and referenda in the Isle of Wight electoral area. Supporting activities, such as staffing or poll station management.
- To collate, scan and verify such applications and to help maintain on the bespoke electoral software the files of absent and special category voters including postal, proxy, postal proxy, overseas, anonymous, crown servant, and service voters.
- To correspond with electors and applicants to advise them of the progress and status of their registration and rights to varying franchise products, including voting rights.
- To remain fully appraised of legislative changes and developing new work processes to complement as and when required.

#### Local Land Charges (LLC)

- To support the processing of LLCs, from receipt of search applications through to the return of search results and other tasks related to the provision of an LLC service by the council.
- To check, collate and record information and carry out searches as required using held digital databases and geographical information systems. Checking on the HMLR Register against properties, i.e., Planning Applications, Tree Preservation Orders etc.

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- To liaise with other departments within the council to complete searches and ensure timescales are adhered to. To verify information supplied by other departments for completion of searches, collate replies and deal with any queries arising.
- To maintain the Local Land Charges Register, alongside such records as those relating to conditional planning decisions, S106's orders etc.
- Collect and process payments due and received for undertaking searches as required, ensuring the correct fees are applied.
- To correspond with individuals or search company enquires promptly and politely, in line with the council's customer charter.
- To remain fully appraised of legislative changes and support new work processes to complement as and when required.

### Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Experience or evidence of working in a multi-disciplinary office environment, providing highly effective business support.	<b>E</b>	
	Ability to work under pressure and prioritise workloads with the minimum of supervision in a busy, fast paced office environment with conflicting demands.	<b>E</b>	
	A mature, systematic and professional approach.	<b>E</b>	
	Confidence in dealing with elected members or senior officers or the public.	<b>E</b>	
	Experience in the supporting the delivery of events, conferences, or training events.		<b>D</b>
Understanding of how to deal with customers appropriately.	Knowledge of local authority service areas, including an awareness of political aspects.		<b>D</b>
	Be able to engage appropriately, sensitively, and courteously during conversations and dialogue, adapting to any individual communication needs. Maintaining high levels of confidentiality at all times.	<b>E</b>	

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Working knowledge of relevant processes and systems.	Working knowledge of basic office procedures and systems.	<b>E</b>	
	Good working knowledge of how to handle information appropriately including responsibilities under GDPR.	<b>E</b>	
Knowledge of the service provided in own area.	General understanding of Electoral Registration/Elections and/or Local Land Charges.		<b>D</b>
	Able to appreciate constant legislative change and remain fully appraised of such changes and support incorporation into service processes.	<b>E</b>	
ICT skills including use of Microsoft applications.	Good ICT skills and demonstrable ability to use standard MS Office applications such as Word, Excel, PowerPoint, MS Teams, and OneNote. Updating databases or record keeping systems as required.	<b>E</b>	
	Experience of learning the use of specialist systems swiftly, after a limited period of training.		<b>D</b>
Good verbal and written communication skills.	Good oral and written communication skills and the ability to build professional relationships.	<b>E</b>	
Numerate	Be able to support the processing of data, create and utilise spreadsheets and gather data and at short notice, including sound, accurate collection of financial payments.	<b>E</b>	
Accurate with attention to detail.	To be able to work quickly and accurately in the production of the key outputs expected by the service area, ensuring defined standards and timescales are met	<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE	Minimum of 4 GCSE's, to include English Language and Mathematics, at a minimum of Grade C/4, and will ideally be educated to A-Level.	<b>E</b>	
	Completion of the Association of Electoral Administrators (AEA)		<b>D</b>

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	Foundation Course or a similar level qualification.		
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### Progression requirements to grade 6

	Completion of the AEA Foundation and Certificate levels.	<b>E</b>	
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### Other Requirements

Ability to work occasional flexible hours, including evenings and weekends	<b>E</b>	
Being politically aware whilst working in a political environment	<b>E</b>	
Commitment and pursuance of continuous personal development (CPD)	<b>E</b>	
May require relevant certifications including evidence of fluency in English language.	<b>E</b>	
Undertake any other duties commensurate with the grade and role	<b>E</b>	