

JOB SUMMARY

Post Title	Senior Elections & Land Charges Officer						
Job Family	Business Support	Pay Range	11	Line Manager to others?	Yes	Role profile ref	BS11
Service Area	Corporate Services						
Line Manager	Elections and Land Charges Manager or Corporate Governance Manager						
Location	Sea Street, County Hall and Agile mix (Hybrid working)						

Job Purpose

To provide significant professional support to the Elections and Land Charges Manager in the delivery of their service outputs and outcomes, taking the lead on aspects of the role, as directed.

Upon the departure of the Elections and Land Charges Manager, to take overall management responsibility for the delivery of a comprehensive, high-quality, and efficient elections and local land charges service.

Job Context/Key Outputs:

- To prepare and eventually lead on the provision of clear and pro-active management and delivery of a comprehensive high-quality Elections and Local Land Charges Service.
- To enhance and organise a multi-skilled, cross functional team including direction on effective service planning, task setting and performance management, and identification of continuous development/improvement opportunities for self and team members.
- To be recognised as the specialist on electoral and local land charges matters, including the provision of clear and apolitical advice to any service user, the Election Registration Officer (ERO) or Returning Officer (RO).
- To be responsible and accountable for the delivery of all arrangements related to Annual Canvass, leading on the publication of the Register of Electors, in adherence with legislative requirements, examples as per Grade 10 role.
- To deliver under instruction of the RO, arrangements relating to the conduction of all elections and referenda in accordance with legislative and local requirements, including accountability for the provision of suitable polling stations, appointment of polling or count support staff and the provision of election materials in accordance with requirements and required deadlines.
- To use strategic thinking to deliver a rolling recruitment and training process, to ensure sufficient and suitable persons are registered to assist in the delivery of election related functions, such as polling station or count staff.
- To be accountable in the delivery of continuous improvement across all facets of the service, including the provision of clear policies or procedures and service planning. In addition, applying customer focussed approach, seeking opportunities to exploit technology to promote and maximise elector registration and engagement in the democratic process.
- To be accountable for ensuring the register of local land charges is maintained to HM Land Registry standards.
- To attend and actively participate in personal development opportunities, which might include attendance at Association of Electoral Administration (AEA) meetings, training events or conferences.

JOB SUMMARY

- Responsibility that all other aspects of financial; people and environmental management are undertaken in accordance with council policy and practice requirements.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Substantial relevant experience of working in the service area / profession, with evidence of appropriate specialist knowledge of relevant systems, policies, regulations, professional guidelines and legislation.	<p>Substantial experience of working in an Elections or Local Land Charges function. This must include demonstration of the application of theoretical forward thinking on situations and the application of effective planning and execution of successful solutions.</p> <p>Ability to demonstrate evidence of the provision and use of specialist knowledge or advice to peers, such as legislation requirements, regulations or proposed updates and impacts to either.</p>	E	
<p>Authoritative knowledge of the specialist work practices, systems, policies, procedures and professional guidelines relevant to the work area.</p> <p>Knowledge and experience of contributing to the development of policies, procedures and practices.</p>	<p>Able to demonstrate or draw from professional experience of an excellent understanding of the entire electoral process and those pertaining to local land charges.</p> <p>Excellent knowledge of council policies, procedures or guidance, including areas such as procurement and contracts, GDPR and protective marking policies and examples of previous work that has influenced policy or procedure documentation.</p>	E	
Excellent ICT skills - including use of Microsoft applications and specialist systems which support procedures and record keeping.	<p>A good understanding of the software packages contained within Microsoft Office 365 and other associated systems used in the maintenance of elector or land registry information.</p> <p>Examples of the identification of opportunities to maximise the potential for the use of emerging technology to enhance effective and efficient improvements to the service.</p>	E	
Excellent communication and interpersonal skills with the ability to engage effectively with a range of audiences and explain	Ability to draw from professional experience to build, influence, encourage and maintain effective and strategic relationships that	E	

JOB SUMMARY

<p>specialist information in a way which a non-specialist can understand.</p> <p>Proven ability to build relationships and engage successfully with the stakeholder community.</p>	<p>foster effective collaborative working in the delivery of elections or local land charges objectives.</p> <p>Proven ability in the presentation of complex information in a manner that can be understood across a broad-spectrum audience including councillors, election agents, potential candidates or general electors.</p> <p>Application of influential or persuasive communication techniques to engage stakeholder partners and their co-operation with any related service output requirements.</p>		
<p>Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure standards, outcomes and deadlines are achieved.</p> <p>Excellent problem solving and analytical skills.</p>	<p>Strong evidence of the ability to be highly organised in the direct control of the resources made available to the service in the conduction of its duties.</p> <p>Track record of identification of problems and the application of resolution techniques or approaches to overcome such, with minimal detriment to service delivery. Ability to interpret data and provide clear analysis and hypothesise.</p>	E	
<p>Good record keeping, report writing and presentational skills</p>	<p>Proven track record of the production of outputs of a very high standard, both regarding literacy and if required numeracy. Experience in the production of reports.</p> <p>Demonstrated ability to study or evaluate information and presentation of such findings or solutions if required.</p> <p>A proven track record in the ability to be highly organised and proficient in the management of information or documents and the subsequent production of accurate reporting or presentation of such information.</p>	E	

JOB SUMMARY

<p>Experience of managing projects which impact the area of specialism.</p>	<p>A proven track record and experience in the delivery of projects and the use of effective project management techniques to deliver successful outcomes, on time, accurately and within any allocated budget.</p>	<p>E</p>	
<p>Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.</p>	<p>Development and delivery of effective work demand conflict solutions, whilst ensuring any deadlines or expected standards are maintained.</p>	<p>E</p>	
<p>Experience or training sufficient to ensure financial processing and/or budget monitoring is completed accurately.</p>	<p>To be responsible for the day-to-day monitoring and management of the allocated service budget and expenditure.</p> <p>To be responsible and accountable in the generation of any elections expense claim to the Electoral Claims Unit (ECU) and the maintenance of clear records and documents for any associated auditing purposes.</p>	<p>E</p>	
<p>Proven ability to undertake and apply research to inform practice.</p> <p>Proven initiative and judgement to research, identify and resolve problems.</p>	<p>Evidence of the application of initiative and judgement that has identified an issue and where successful solution-based ideas have been presented.</p>	<p>E</p>	
<p>Proven ability to manage staff, to monitor their performance and if necessary, take corrective action.</p>	<p>Demonstrable evidence of the understanding of and ability to provide effective leadership, the application of influence and empathy whilst applying robust people management to individuals in the delivery of critical business support services.</p> <p>Evidence of the full range of people performance and resource management experience.</p>	<p>E</p>	

JOB SUMMARY

Relevant experience within a large organisation, delivering similar services, with evidence of specialist knowledge and work responsibilities appropriate to the role.	Considerable experience in handling service user queries, and the provision of consistent, non-political and level-headed advice or guidance, including the application of persuasive communication techniques to diffuse any challenging or pressurised situation.	E	
Qualifications			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Educated to level 4 up to first degree standard or equivalent experience in a relevant subject.	Degree level standard in Electoral Administration (Diploma) or equivalent and substantial experience in a lead role in Elections and Land Charges.	E	
Relevant professional / vocational qualification.	Evidence of undertaking management development and ongoing CPD.	E	
Professional registration may be required.	Attendance and active participation in AEA meetings, training or conferences, if authorised.	E	
Other Requirements			
Ability to work occasional flexible hours, including evenings and weekends		E	
Being politically aware whilst working in a political environment		E	
May require relevant certifications including evidence of fluency in English language.		E	
Undertake any other duties commensurate with the grade and role		E	