



**Job Profile and Working for Stockport Council**

Our Council

Our employees are our **greatest asset**. We’re proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>

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| **Role:**  |  | Senior Electoral Services Officer |
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| **Service Area:** |  | Democratic and Electoral Services |
|  |  |  |
| **Directorate:** |  | Corporate and Support Services |
|  |  |  |
| **Salary Grade:** |  |  SO3  |

**About the Job**

**Main Purpose of the Job**

To directly support and work with the Service Manager, Electoral Services in the strategic direction and development of the team in continuing to provide successful, transparent and resilient elections to the borough’s electorate.

To have a high-level overarching view of how the elections process works and to demonstrate examples of such understanding.

To have experience in delivering both Parliamentary and local elections, referenda and Bid Ballots (including Neighbourhood Planning Referendums).

To liaise with the Electoral Commission and complete statutory returns.

To have good knowledge of Electoral Registration and Election Management systems, such as Express and experience of liaising with the Cabinet Office and experience of a lead role in the recent Canvass Reform.

To have demonstrable experience of a significant role in completion of a council’s elections accounts.

To hold the AEA Certificate in Electoral Administration, or be prepared to study for this.

To provide high quality, cost effective Corporate and Support Services to customers to support the management and delivery of services, taking a holistic, joined up view of service design, delivery and evaluation.

To give professional advice and guidance to the organisation in order to meet statutory requirements and mitigate risks.

To develop the team, supervise and mentor junior colleagues and line manage any scale 2 members and any Apprentice in the team.

To assist with the clerking of committee meetings and school admission appeals in order to support the Service Manager, Democratic Services (experience desired but not essential).

To ensure that the Council manages its resources effectively, delivering value for money, exploiting opportunities to drive out inefficiencies and generating income where appropriate.

**Key Responsibilities**

**Summary of responsibilities and key areas:**

A senior role in the Electoral Services team to support and work with the Service Manager for Electoral Services with minimal supervision. To support both the Service Manager for Electoral Services and the Service Manager for Democratic Services in bringing the combined Electoral and Democratic Services Teams together.

* To develop other members of the team and to line manage and assist with supervision of the Scale 2 members of the team.
* To assist with the delivery of the electoral registration process, annual canvass, all elections, referenda, statutory ballots and periodic reviews.
* To assist in promoting registration in order to maximize registration rates and involvement in planning strategic outreach work to promote numbers of those voting and increase the understanding of the democratic process.
* To assist with electoral and boundary reviews, including polling district, polling place, ward, borough and parliamentary constituencies.
* Senior responsibility to review the preparation, complication, publication and distribution of the Register of Electors.
* Understanding and ability to train colleagues on the law and regulations in relation to electoral services including IER.
* To deal effectively with internal and external customers, including but not limited to enquiries from Councilors, colleagues and the public.
* To have a positive and confident attitude in dealing with colleagues, Councillors and members of the public and have a very good and effective standard of written and spoken English in order to do so.
* To have experience of working to tight deadlines, being flexible in your day to day working and be prepared to work extended hours, including weekends when required especially in the period leading up to elections taking place.
* To clerk committee meetings and school admission appeals.

To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.

**1. Seeing the big picture**

* Proactively Identify issues and trends which might affect your service and the directorate priorities.
* Ensuring activities are aligned to the Council’s and CSS directorate priorities.
* Developing a shared understanding and knowledge of your own and other CSS service areas.

**2. Changing and improving**

* Responds to issues requiring a high level and in-depth understanding of work-area and policies and procedures.
* Takes ownership of complex inquiries to ensure they are addressed and resolved by providing explanations and instructions.
* Resolves highly complex operational problems requiring advanced knowledge in a thorough and timely manner.
* Encourages ideas from a wide range of sources and stakeholders to develop solutions to problems, including developing action plans to implement them.
* Identifies issues, considers risks and develops solutions through detailed in-depth information gathering and a high level of analysis.
* Prioritises work, taking into account own work area and needs of larger work area, project timelines and other deadlines, problem solving competing demands to service pressures.

**3. Makes effective decisions**

* Makes objective decisions at the appropriate level guided by varied and less defined instructions and practices requiring broader interpretation and good judgement.
* Makes decisions on issues and priorities for own area of responsibility and provides advice and feedback to support accurate decision making.
* Analyses and interprets varying data sources to inform decisions and ensure that resolution is achieved through innovative means or by using a variety of policies, procedures, and past practices.
* Monitors and deals with confidential issues using discretion and judgment.
* Makes recommendations to solve and resolve highly complex problems.
* Ensures that others comply with established standards.

 **4. Leading and Communicating**

* Communicates, interprets and trains others (where appropriate) on directorate and corporate policies or an appropriate professional specialism.
* Communicates in a succinct and engaging manner using appropriate styles, methods and timing including digital channels to maximise understanding and impact.
* Recognises the contribution and achievement of others.
* Conveys complex information to others and takes steps to ensure understanding reinforcing and supporting implementation where needed.
* Tailors communication to different audiences.

**5. Collaborating and partnering**

* Establishes relationships with a wide range of stakeholders to support the delivery of directorate and Council outcomes.
* Generates a shared focus and understanding and shares information in a clear and concise manner working closely with others.
* Deals with conflict in a prompt, calm and constructive manner.
* Encourages collaborative team working across the directorate and Council and facilitates dialogue on a regular basis.
* Provides impartial and objective advice where appropriate, addressing and resolving issues within a political environment.

 **6**. **Building capability for all**

* Identifies and addresses team or individual capability and development requirements and gaps to deliver current and future work.
* Develop and deliver capability improvement.
* Delegates to and follows up on work of others. Trains others regarding policies and procedures and ensures monitoring and compliance.
* Provides guidance, training and leadership to less experienced staff.
* Identifies and resolves issues in own workgroup. Assists with issues that impact other areas.
* Continually seeks and acts on feedback to evaluate and improve individual and team performance whilst actively finding solutions to improve.
* Coaches and supports others to set and achieve challenging goals.

**7. Achieving commercial outcomes**

* Works with commercial experts to consider and develop alternative delivery models and to identify more efficient outcomes, balancing cost and quality.
* Works with commercial experts to engage effectively with partners to define or improve service delivery.
* Analyses and uses information to assess costs, benefits and risks of different delivery models, developing proposals for change.

**8. Delivering value for money**

* Monitors use of resources and recommends actions to achieve value for money.
* Builds and encourages an increased awareness of cost and performance management.
* Follows appropriate financial and contract monitoring procedures to ensure deliverables are achieved.

**9. Managing a quality service**

* Creates and updates manuals and internal procedures.
* Uses project management skills and techniques to achieve outcomes, identifying risks and mitigating actions.
* Develops and maintains systems to review service standards to provide quality and value for money.
* Works with teams to set priorities, goals, objectives and timescales and develops plans to improve service quality.
* Ensures confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures and oversees the compliance of the team.

**10. Delivering at pace**

* Manages and supports teams to achieve agreed goals and objectives.
* Demonstrates a positive approach and maintains focus on priorities.
* Takes responsibility for delivering expected outcomes, recognising the contribution of others.
* Plans ahead, regularly monitors and evaluates workloads and priorities to adapt to changing situations.

**Additional responsibilities**

To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

To work flexibly in the interests of the service. This may include undertaking other duties if these are appropriate to the employee’s background, skills and abilities. Where this occurs, there will be consultation with the employee and any necessary personal development will be considered.

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

**About You**

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

* Experience of managing projects and/or a diverse workload, achieving objectives to time and quality.
* Knowledge and understanding of a work area or specialised skill.
* Experience of implementing new approaches and processes within a political environment.
* Experience of working in collaboration with stakeholders to implement change or delivery of key projects.
* Experience of analysing data to evaluate options and provide solutions.
* Experience of working with teams to achieve their goals.
* Experience of managing resources to achieve value for money and provide a high quality service.
* Effective operational management skills with well- developed negotiating and influencing skills.
* Experience of working in a local government, public sector or similar environment.
* Effective interpersonal skills working with colleagues to negotiate and influence to achieve positive outcomes.
* Project management and organisation skills.
* Effective analytical skills with the ability to interpret and identify key issues.
* Effective oral and written communication skills with a confident presentational style.
* Where appropriate, clean driving license.
* Certain roles require a professional qualification or specific experience– this is identified in the specific JD.
* Getting things done through people and helping people to maximise their contribution.
* Making most efficient and effective use of resources available.
* Delivering services that are focussed on customer needs.
* Developing and Maintaining Effective Working Relationships.
* Managing own workload effectively and taking responsibility for own development.
* Communicating effectively in both written and face to face communication.
* Able to make effective decisions and present arguments/facts to help others make decisions.
* To meet Stockport Council’s standard of attendance.
* A willingness to be flexible in a changing environment.
* Understands and actively supports Stockport Council’s Diversity & Equality Policy.
* The ability to converse at ease with service users/customers and provide advice in accurate written and spoken English.

To work to the Council’s values and behaviours by:

* Keeping the people of **Stockport** at the heart of what we do
* Succeeding as a **team**, collaborating with colleagues and partners
* Driving things forward with **ambition**, creativity and confidence.
* Showing value and **respect** to our colleagues, partners and customers.