

JOB DESCRIPTION

Job Title: ELECTORAL RECORDS OFFICER
Accountable to: ELECTIONS AND INFORMATION MANAGER, ELECTORAL REGISTRATION OFFICER (ERO)
Purpose of Job: In accordance with current legislation, you will be required to visit assigned properties within a designated area of Hart District Council and make attempts to obtain a completed Canvass Form, either via Mobile Tablet or Paper, dependent on allocation of round and advise electors on how to register to vote.
Principal Accountabilities: ○ Visit each non-responding household within a designated areas and timescale to collect/complete Canvass Form(s) or to obtain any outstanding information from the household using own transport. ○ operate registration software which is loaded onto a Hart issued electronic tablet device. ○ advising members of the public on the completion of the canvass form / registration process and the reasons why they should respond, whilst presenting a positive image of the Council at all times. ○ adopt an un-officious, non-confrontational approach when making contact with households; ○ attend a training session covering all aspects of an Electoral Registration Canvasser's duties, including training on electronic tablets. ○ ensure confidentiality is respected and maintained at all times and all personal data is securely held, and to ensure safe keeping of any Hart equipment. ○ comply with any procedures and policies outlined by the Electoral Registration Officer, which will include Health and Safety, Data protection and Equal Opportunities. ○ adhere to deadlines set by the Electoral Registration Officer and to manage the workload within the timescales given. ○ where no contact can be made, to leave a calling card and/or letter indicating what residents need to do and/or if/when you plan to call again. ○ recording information about elector responses, property changes, including; identifying new residential properties, properties that no longer exist and writing

information on blank forms as may sometimes be required.

- maintain other clerical records, as necessary.

You will be working largely out of normal office hours, therefore you must take all reasonable precautions for your own personal safety. Advice on this is provided in the electoral records officer procedures.

You will be expected to:

Canvassers are required to work in their own time and for the best response, therefore evening, and weekend work is required.

- The post holder will be required to complete an accurate timesheet (if necessary) and mileage form of the hours you have worked.
- The post holder will be expected to work flexibly to meet the needs of the service and may, from time to time, be expected to work unsociable hours, including evenings, weekends, and bank holidays.
- The post holder will be responsible for ensuring their own health and safety.
- The post holder will be expected to comply with Council policy at all times, including in relation to their responsibilities for safeguarding and promoting equality.
- The post holder will be expected to adopt and work in accordance with the Council's values.
- The post holder will be expected wear their id. badge at all times whilst visiting properties;
- The post holder will be expected to be contactable by mobile telephone whilst visiting properties;

Payment

Payment will be made through the Council's payroll into your bank account on the date as advised on your appointment letter.

Health and Safety

Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Risks involved are moving and setting up heavy equipment, driving in the early hours of the morning and again late at night after a long day.

Consenting to working during the hours of poll and in excess of the maximum working hours provided by the Working Time Directive.

Equality

The Returning Officer bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Returning Officer opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation,

disability or age.

No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Person Specification

Knowledge

- Basic knowledge of the electoral registration process (full training will be provided).
- Basic knowledge of the Elections Act 2022 (full training also provided).
- We also desire knowledge of the Hart District area.
- Experience of working with customers or members of the public.
- Previous experience of using a mobile tablet device.
- A good standard of general education to A level or equivalent work related experience.

Skills and abilities

- Professional and politically neutral manner.
- Ability to diffuse difficult conversations and use tact and discretion when dealing with the public.
- Ability to complete an accurate timesheet (if applicable) and mileage sheet.
- Ability to treat personal data with an appropriate level of security.
- Have good written and verbal skills.
- Basic organisational skills.
- Be able to maintain a calm and professional disposition when dealing face to face with members of the public.
- Must be able to use their own initiative when prioritising their workload in order for all deadlines to be met.
- Be reliable, flexible and must be prepared to work outside ordinary working hours in order for all areas of work to be completed.
- Access to transport, if necessary, to meet the geographic requirements of the post. If personal or car hire is used, this must be insured for business purpose.

Other essentials

- Commitment to customer care and service excellence.
- Must not have been convicted of an offence under Electoral Legislation.