



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Legal & Democratic Services
Post Title	Electoral Services Officer
Post Number	tbc
Accountable to	Electoral Services Manager
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	November 2024



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Job Description - Principal purpose of job (role summary)

Electoral Services Officer (Trainee) Grade 5 – the postholder will have previous experience of Electoral Services having worked as an Electoral Services Support Officer, carrying out elections and referenda, having worked in a busy elections office. You will have obtained or be part qualified towards your Association of Electoral Administrators (AEA) or hold an equivalent professional qualification but will still require some supervision, support and development from the Senior Elections Officer. The postholder will have a good understanding of Electoral processes and be able to work with less supervision, while continuing to assist other members of the Electoral Services Team to deliver elections and referenda. You will feel competent to continue your duties and provide advice to officers, candidates and agents, as well as our residents and be working towards.

Electoral Services Officer Grade 6 – the postholder will have significant Elections and referenda experience and be AEA qualified (or other equivalent professional qualification). They will generally self-manage, be self-motivated and have a comprehensive understanding of Council Elections, referenda and procedures. Requiring only occasional supervision and support from the Senior Electoral Services Officer. The postholder will lead all aspects of work and ensure systems and management arrangements in place to efficiently and effectively support the Democratic Services & Elections Manager deliver a high standard of Electoral and referenda services.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working.

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan.

Act with honesty and openness, and be brave enough to contribute your ideas and get involved.

Bring your passion for delivering a high quality service for our residents to your role.

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow.

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service



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- We are a team

Promote the service and Councils positively at all times.

Role specific Duties and responsibilities

Pursuing and processing individual applications for people applying to be included in the electoral register, applying the query and exceptions process.

Processing and determining independently all types of registration applications including European Union citizens, overseas electors, service electors and crown servants.

Assisting Senior Electoral Services Officer in their responsibility for special projects for elections and electoral registration as required eg: recruitment of canvassers, postal vote re-applications, postal vote issue. After gaining the AEA (cert) qualification and advancing to grade 5/6, responsibility for advanced projects, eg. Devising and overseeing arrangements of counts and by elections.

Ensuring all updates to Xpress software, are carried out, acting as system administrator alongside Senior Electoral Services Officer.

Ensuring all updates to Adur and Worthing website are carried out for the services.

Compiling and sending register data/hardcopy to all those entitled.

Responding to and dealing with all kinds of enquiries from customers, from routine to complex, via e-mail, telephone, written and face to face.

Assisting in all public engagement activities.

Ensuring all invoices are paid.

Assimilating new legislation and best practice, assisting in implementing these into current processes and procedures to ensure the council meets its legal obligations.

Play a key role in any other projects undertaken by the team including polling place reviews, boundary reviews and local governance reviews.

Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities.

Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.



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Meetings attended on a regular basis
All as attendee. Section Meetings,

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, which may include working collaboratively with the Democratic Services Team as required and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).



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Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area. Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help. Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity. More detail can be found in the Participation Skills & Competencies.
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills. Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms). Anticipate new challenges & opportunities to be able to adapt to change around you.
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing. Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other. Prioritise the use of resources that help us be financially and environmentally sustainable.
Leadership	Be open to coaching approaches to support others in finding solutions to problems. Role models the principles above to inspire others to demonstrate positive behaviors. Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others.



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	Essential	Desirable
Qualifications	3 GCSEs including English and Maths or equivalent	Recent study for a qualification
Knowledge	Must be studying for or hold the Association of Electoral Administrators (AEA) Professional qualification	Understanding of and experience of budget management in elections services, grant funding applications and audit response.
Experience	At least 6 months experience in a customer service office environment	Experience of electoral registration and/or elections
Communication	Internal: Interact with others courteously, seeking to understand their perspective and to promote positive outcomes. Work well with, and have consideration for colleagues, behaving enthusiastically and innovatively. External: Listening to customers impartially and attentively. Ascertaining the needs and wants of customers and partners and then applying the relevant procedures.	Supervisory experience
Relationship Building	Must have worked effectively with colleagues and with external partners to achieve shared objectives and produce the required results	
Analytical	Experience of carrying out tasks with the upmost care and regard to detail and accuracy	Happy to work independently, able to work with uncertainty, investigating and researching issues and situations.
Planning/ Organising	A flexible attitude, be well organised and able to meet tight deadlines	Experience of working to tight deadlines
Other requirements	Able to withstand very long working hours during elections Required to work outside of normal working hours during particular events such as during election timetables.	



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	Leave is restricted during certain months according to service requirements. Ability to move and carry items of equipment e.g. ballot boxes Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	
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Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	