



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

**Post: Electoral Services Manager**

**Grade: ME15**

**Section: Democracy and Electoral Services**

**Location: Civic Centre**

**Responsible to: Democracy and Electoral Services Manager**

**Responsible for: Senior Electoral Service Officer, Electoral Services officer(x2) and electoral services trainee**  
**Canvass/voter registration temporary staff**  
**Elections temporary staff**  
**Office temporary staff**

**Post number: Z00308** **Date: June 2020**

- 1 MAIN PURPOSE**  
To be responsible for the day-to-day management of the Electoral Services Section in relation to the administrative, technical and supervisory support required to compile and maintain the registers of electors, administer elections and referendums, and other electoral matters. To deputise for the Head of Democracy and Electoral Services as required.
  
- 2 MAIN DUTIES AND RESPONSIBILITIES**
  - 2.1 To be responsible for the day-to-day management of the Electoral Services Section, including advising the Chief Executive as Electoral Registration Officer and Returning Officer in respect of electoral registration and administration

- 2.2. To manage permanent, temporary and casual staff, provide leadership and promote teamwork among the section's staff, and ensure productive relationships with all other staff.
- 2.3 To assist in the preparation and management of budgets, and prepare invoices and pay documentation for casual and temporary staff for authorisation by the Head of Electoral Services.
- 2.4 To assist in the strategic management of all electoral processes, including European, Parliamentary, Greater London Authority, London borough council elections, referendums and any other elections that fall to the section, including taking responsibility for specific tasks as determined by the Head of Electoral Services.
- 2.5 To be responsible for the compilation, publication and alteration of the maintenance of accurate registers of electors in accordance with statutory provisions and local procedures; organising canvassing and other processes to maximise responses and engagement
- 2.6 To lead in the promotion of voter registration in order to maximise registration rates, including accessing hard-to-reach groups, and maintaining an understanding of techniques designed for this purpose. To lead in promoting increased participation in voting through, among other things, promoting an understanding of democratic processes.
- 2.7 To be responsible for the administration of absent voting and the registration of special category electors (including anonymous registration, overseas electors, crown and service electors, and local connection).
- 2.8 To deal responsively with enquiries by person, telephone and e-mail, and draft written responses to the public, candidates, elected representatives and outside bodies giving information, advice and guidance on electoral matters.
- 2.9 To initiate procedures and manage the inspection, distribution, supply and sale of the registers, absent voting records and lists, and election documents, including information and data from these documents, and the accounting of income, ensuring adherence to statutory and local requirements.
- 2.10 To initiate, implement and monitor procedures to ensure all existing and new residential properties are identified for registration purposes, and monitor all information from council departments and elsewhere that has implications for this.
- 2.11 To initiate, implement and monitor procedures and manage the recruitment, database maintenance and supervision of electoral

- registration and election staff and to take a lead role in their training.
- 2.12 To take a lead role in the administration of elections and referendums and to ensure that all tasks necessary for their efficient, effective and lawful organisation are carried out in a timely and cost effective manner.
  - 2.13 To assist in the final completion of full accounts for elections.
  - 2.14 To assist in polling district and polling place reviews, and all other electoral reviews, and to investigate alternative polling places, having regard for the needs of all electors, and to draft reports on changes.
  - 2.15 Within delegated financial limits manage the ordering and providing of equipment, stationery and other documentation for all aspects of electoral services work and to liaise with suppliers.
  - 2.16 To manage and supervise the Senior Electoral Services Officer, the electoral services officers and the trainee electoral services officer and any other subordinate permanent, temporary or casual staff.
  - 2.17 To keep abreast of changes in electoral law and practice and changes due to electoral reviews and service developments and be fully involved in the implementation of necessary changes.
  - 2.18 To be responsible for overall data quality on electoral software, ensuring that the requirements of the council's Data Quality Strategy are met, particularly that the system remains fit for purpose and that users have the right training and advice to record accurate and timely data.
  - 2.19 To ensure that corporate and departmental health and safety policies are implemented at all times and to raise any concerns regarding their operation, or any other health and safety matters, with the Head of Electoral Services.
  - 2.20 To be aware of the Council's Equal Opportunities Policy, to understand it and adhere to the policy.
  - 2.21 Any other duties as directed by departmental management provided they fall within the scope and range indicated by the grade of the post.



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**PERSON SPECIFICATION**

**POST TITLE: Electoral Services Manager**

**Grade: ME15**  
**Date: March 2020**

1	<b><i>Knowledge</i></b>
1.1	Have an understanding of the law relating to all aspects of elections and electoral registration
2	<b><i>Skills</i></b>
2.1	Ability to demonstrate a high degree of political sensitivity and able to work with, advise and guide senior officers, councilors, political parties, Members of Parliament, statutory, commercial and voluntary sector organisations, and members of the public on electoral matters both orally and in writing.
2.2	Ability to fully understand, interpret and maintain knowledge of relevant legislation.
2.3	Ability to be flexible in approaches to tasks and have a pro-active problem-solving attitude, against a background of legal and financial constraints.
2.4	Ability to assist with the planning, managing and monitoring of work within the service.
2.5	Highly developed oral and written skills and ability to communicate to a range of diverse audiences and individuals.
2.5	Demonstrate time management skills and an ability to work effectively to tight deadlines.

2.7	Ability to work evenings and weekends and unsocial hours, particularly during election periods.
2.8	Numerical ability and understanding of finance systems sufficient to enable calculations and preparation of payments to canvass and temporary staff, and to prepare election accounts
2.9	A high degree of competence in the use of information technology so as to be able, among other things, to act as system administrator for the electoral management system used by the service.
2.10	Ability to drive essential).
<b>3</b>	<b><i>Experience/Training</i></b>
3.1	Experience of working in an electoral service at a senior level.
3.2	An agreement to study for, or already hold, the AEA Certificate and/or Diploma, or similar qualification.
3.3	Experience of advocacy and liaising with political parties, agents and candidates on electoral law and practice.
3.4	Proven ability to work as part of a team.
3.5	Proven ability to manage the work of others, develop them, review their performance and provide advice, guidance and support; including implementation of the council's appraisal and development system.
3.6	A pro-active awareness of developments concerning electoral reform and modernisation and provision of written reports on projects to implement change.
3.7	Proven ability to manage and organise projects such as canvasses or elections.
3.8	An ability to understand the council's corporate policies and to implement them within the Electoral Services Section.
3.9	An understanding of the principles of health and safety at work, and the ability to adhere to, and implement in a working environment, the council's corporate health & safety policy.
3.10	A commitment to the Council's diversity and equality policies.