

Job Pack

**Electoral
Services Support
Officer/Electoral
Services Officer
– Career Graded
role**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

We are able to offer our staff a range of benefits and access to discounts as follows:

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

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- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
 - They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
 - Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
 - Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
 - They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

Job Description

Post Title	Electoral Services Support Officer
Department	Legal and Democratic Services
Division	Democratic Services
Grade / salary	Band C Career Graded
Reports to	Electoral Services Manager
Date prepared	January 2017

Job Purpose

1. Provide support and assistance to team members in the delivery of electoral services.

Key Tasks

Implementing the Joint Transformation Model

1. Implement the new ways of working. Proactively collaborate with colleagues to resolve issues, educate, mentor and optimise the performance of strategy and corporate activity and the Joint Transformation Model.

Core tasks

2. Assist in the administration and conduct of elections, polls and referenda.
3. Assist in the organisation, provision and development of the electoral registration service.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the councils' activities.
4. To understand and apply the councils' data protection and data quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. You will be required to support Lewes District and Eastbourne Borough Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
7. To work within the councils' Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the councils' purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the councils and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Provides the right information to the right people, at the right time, via the right method. • Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and councils.
Self Management – self motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships. • Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION FOR ELECTORAL SERVICES SUPPORT OFFICER

QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">• Good standard of general education including GCSE at grade C or above or equivalent in English and Maths	<ul style="list-style-type: none">• Educated to A level standard or equivalent qualification or qualified by strong relevant experience• Membership of relevant professional body

TRAINING

Essential	Desirable
<ul style="list-style-type: none">• Willing to undertake relevant training• Equalities• Appropriate level IT	<ul style="list-style-type: none">• Customer service• Project and/or change management

SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">• Able to communicate effectively both orally and in writing• Verbal and numerical reasoning• Accuracy and attention to detail• Well organised and methodical• Cognitive ability to absorb and analyse data• Able to research and access information from a range of sources• Team worker• Resourceful and flexible in approach• Problem solving and decision making• IT literate/proficient in relevant MS Office applications	<ul style="list-style-type: none">• Proficient in the use of council systems• Ability to work collaboratively in corporate or community project teams

KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• Knowledge of electoral processes and services• Good working knowledge of legislation and developments within electoral services• Equalities policy and procedures	<ul style="list-style-type: none">• Broad knowledge of the councils' services, functions and systems• Knowledge of project and/or change management

EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none">• Relevant experience in a related discipline• Maintenance of databases• Analysing and processing information for reporting• Experience of undertaking research and project work• Assisting in planning and delivering projects/programmes	<ul style="list-style-type: none">• Experience of working for a local authority and/or political environment• Community engagement• Partnership working

PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none">• Willingness to work within the councils' Core Competency framework• An engaging, enthusiastic and positive manner with a strong "can do" approach• Flexible approach to undertake out of hours work as required	

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

Post Title	Electoral Services Officer
Department	Legal and Democratic Services
Division	Democratic Services
Grade / salary	Career Graded Band D
Reports to	Electoral Services Manager
Date prepared	January 2017

Job Purpose

- Provide specialist support and assistance to the Electoral Services Lead in the delivery of all aspects of electoral services.
- Act as an adviser on electoral services.

Key Tasks

Implementing the Joint Transformation Model

1. Implement the new ways of working. Proactively collaborate with colleagues to resolve issues, educate, mentor and optimise the performance of strategy and corporate activity and the Joint Transformation Model.

Core tasks

2. Work with the Electoral Services Manager to organise and administer the conduct of elections, polls and referenda, taking the lead on specific aspects of the work where appropriate, for example, postal vote supervision.
3. Support the Electoral Services Lead in the organisation, provision and development of the electoral registration service.
4. Act as an adviser on electoral processes.

Corporate Accountabilities

- To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
- To promote a culture that is supportive of the councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the councils' activities.
- To understand and apply the councils' data protection and data quality policy and procedures.
- Any other duties commensurate with the nature of the post.
- Cover absence of colleagues as appropriate.
- You will be required to support Lewes District and Eastbourne Borough Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.

- To work within the councils' Core Competencies Frameworks. Central to the delivery of the role are the values and behaviors set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the councils' purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the councils and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Provides the right information to the right people, at the right time, via the right method. • Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and councils.
Self Management – self motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships. • Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

**PERSON SPECIFICATION FOR ELECTORAL SERVICES
OFFICER**

QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> • Educated to A Level standard or equivalent or qualified by strong relevant experience 	<p>Desirable</p> <ul style="list-style-type: none"> • Educated to Degree standard or equivalent
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TRAINING

<p>Essential</p>	<p>Desirable</p> <ul style="list-style-type: none"> • Customer service • Project and/or change management
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SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> • Cognitive ability to absorb and analyse data • Able to research and access information from a range of resources • Ability to work effectively under pressure, prioritise and meet deadlines • Good communication skills both written and verbal • Political awareness and diplomacy skills • Verbal and numerical reasoning • Decision making and problem solving. • Committed to high standards of performance and quality. • Team worker with ability to work on own initiative. • Ability to work collaboratively in corporate or community projects. • Resourceful and flexible in approach • IT literate and proficient in relevant IT software applications 	<p>Desirable</p> <ul style="list-style-type: none"> • Able to exploit new technology
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KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• Good specialist electoral services knowledge• Good working knowledge of legislation and developments within electoral services• Broad knowledge of the councils' services, functions and systems• Equalities policy and procedures• Project and change management	<ul style="list-style-type: none">• Awareness of best practice links and sharing information across neighbouring authorities

EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none">• Competence/expertise and proven experience in electoral services• Assisting in planning and delivering projects/programs• Partnership working• Experience of operating relevant IT back office systems	<ul style="list-style-type: none">• Experience of working for a local authority and/or political environment• Community engagement

PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none">• Willingness to work within the councils' Core Competency framework.• An engaging, enthusiastic and positive manner with a strong "can do" approach.• Flexible approach to undertake out of hours work as required	

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C to D.

Salary

The spinal column points (SCP) for the post are as follows - Band C, SCP06-14, Band D SCP 15-18:

SCP 06	£24,286	SCP 11	£26,414	SCP 16	£28,761
SCP 07	£24,695	SCP 12	£26,865	SCP 17	£29,260
SCP 08	£25,112	SCP 13	£27,325	SCP 18	£29,769
SCP 09	£25,537	SCP 14	£27,795		
SCP 10	£25,971	SCP 15	£28,273		

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from our Eastbourne Office, however you will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 26 days. This increases to 30 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2023 are:

Pay Range	Contribution
Up to £16,500	5.50%
£16,501 to £25,900	5.80%
£25,901 to £42,100	6.50%
£42,101 to £53,300	6.80%
£53,301 to £74,700	8.50%
£74,701 to £105,900	9.90%
£105,901 - £124,800	10.50%
£124,801 - £187,200	11.40%
£187,201 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation. Based on the salary for this role, the contribution will be 6.5%.