

TENDRING DISTRICT COUNCIL

ROLE DESCRIPTION

Job Title: Apprentice – Democratic Services and Elections

Post no: 50001001

Department: Chief Executive – Governance

Grade: Apprentice Salary

Reports to: Elections Manager

1 Main Purpose of the Role

To provide administration support across the Democratic Services and Elections Service Area in order to assist the Service Area ensure that:

- (a) all those eligible to vote are able to exercise their entitlement
- (b) the elected representatives on the District Council are enabled to fulfil their representational role.
- (c) The Chairman of the Council is able to undertake the range of civic events that occur.

In relation to the above the post holder will liaise, as directed, with key stakeholders including, as required, political parties and credit reference agencies. Interaction with elected representatives will be a routine element of the role at times. Some engagement work with the public will need to be undertaken to support electoral participation/community governance.

The role requires assisting with a range of administrative work, as needed, to deliver elections; including liaising with appointed staff, venue providers and suppliers to ensure the requirements of them are understood. The role also requires providing accurate answers to enquiries from the public on services provided in Democratic Services and Elections.

2 Principal Activities

2.1 To provide an efficient and effective support and administration service to the department including:

- Undertaking or assisting with administration functions in support of the role of the department.
- Maintaining written and electronic statutory and departmental registers and records;
- Providing a pooled flexible resource that responds to specific areas of need within the department as they arise.
- To process and input data to department and statutory records, systems and report to set deadlines.
- To respond and assist with face to face, written, telephone and emailed general enquiries from other departments, councillors, service users and the public.

The Complexity of work assigned to the post holder will be determined by their level of experience. The post holder may be required to work in, or undertake work for, other departments as operational needs dictate.

2.2 To provide other forms of support and administration that may be required due to legislation or other changes.

2.3 To respond to and assist members of the public making general and specific enquiries about departmental functions in a customer-focused manner by providing factual information or by putting them in touch with professional officers as required.

2.4 To duties may include, but will not be limited to:

- Attend meetings and providing a record of decisions and providing practical pre-meeting support to senior officers meetings of elected representatives.

- Inputting responses to electoral enquiries so that individuals can be added to the electoral register or removed from it and further enquiries can be undertaken with the same aim. Actioning requests for voting in person, by post, by proxy and opting out of the Open Register. All will need to follow legal requirements and local procedures.
- Updating election staff and venue details and allocating those staff and booking those venues as directed for elections. Supporting training for those staff and communication with staff/venue providers.
- Providing advice on requirements to be included on the electoral register and deadlines for postal/proxy voting arrangements in advance of elections, as well as advice on requirements to stand for election and key dates in an electoral timetable.
- Preparing materials for election-day, including ballot boxes, the content of those boxes and the polling booths that voters mark their ballot papers in.
- Collating material for, liaison with, attendees at civic events hosted by the Chairman of the Council and liaison with organisers of outside events the Chairman is attending as a guest.
- Keeping the list of outside organisations that Councillors are appointed to up to date with organisation contact details, attendance and feedback from the Councillors appointed to those organisations.

2.5 To contribute to the improvement of service delivery.

2.6 Such other duties as may be required by the Council from time to time

3 Corporate Responsibilities

3.1 Must maintain high quality corporate and service standards and best practice as required.

3.2 You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including but not exclusively: Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

3.3 You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IiP)

4 Special Conditions

4.1 You will be required to work all reasonable hours to ensure deadlines are met and you may be required to work during evenings and, less frequently, at weekends. You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

This job description is a guide to the duties the postholder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

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PERSON SPECIFICATION

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Post No: 50001001

9.1 PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics.
- Ability to use IT systems including the Microsoft Office Suite – Word, Excel etc

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selections decision.

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction;
- b. Sets high standards for quality and quantity;
- c. Monitors and maintains quality and productivity;
- d. Works in a systematic, methodical and orderly way;
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it