

FAREHAM

BOROUGH COUNCIL

Our values



JOB TITLE: Electoral Administration Assistant
POST NO: RG024
SALARY: £25,584 - £27,269

What is the role?

Working within the Electoral Services team, you will carry out administration tasks associated with electoral registration and local and national elections. Your main duties will include: responding to customer enquiries by telephone, email, post and in person; supporting the team with the day-to-day administration of the service including processing electoral registration applications and postal and proxy vote applications; and assisting in administrative tasks in preparation for election events.

You will:

- Deal with customer enquiries and provide information about the registration process, methods of voting, voter ID requirements and other electoral services queries.
- Open post, scan documents and process information in the electoral registration and management systems.
- Process online and paper applications to register to vote.
- Process applications for voting by post/proxy and Voter Authority Certificates using an online portal in conjunction with the electoral registration system.
- Print and envelope outgoing letters, application forms and other associated documents.
- Print and collate information for distribution to election candidates, elected Members, canvassers and polling station staff.
- Assist with the preparation and processing of paperwork for the annual canvass of electors.
- Assist with the preparation of documents and equipment for election events.
- Act professionally at all times, speaking to customers, colleagues and elected Members in a helpful and polite way.

Who is the Person?

It is important to us that you have:

- An awareness of electoral law and guidance set out by the Electoral Commission
- A customer orientated and non-judgemental approach
- Tact and diplomacy skills
- Political awareness
- The ability to work on your own initiative and as part of a team
- Excellent ICT skills and the ability to learn new IT systems
- Excellent verbal and written communication skills
- A steady and methodical approach to work
- The ability to think clearly and work well under pressure, maintaining a high level of accuracy at all times
- A sense of pride and commitment to do a good job
- A willingness to attend training courses associated with the role

- A flexible working attitude and a willingness to work additional hours during the lead up to elections and throughout annual canvass.