

JOB DESCRIPTION

POST TITLE	Electoral Services Canvasser
DEPARTMENT	Electoral Services
REPORTS TO	Head of Electoral Services

PURPOSE OF THE JOB

Electoral Services Canvassers are employed to assist the Electoral Registration Officer (ERO) to obtain information in order to maintain a complete and accurate Electoral Register.

Canvassers carry out personal visits to residential properties to collect registration information and provide advice to residents about voter registration.

Canvassing is usually carried out over a four week period and canvassers are required to work in their own time including evenings and weekends.

RESPONSIBILITIES

- To make a minimum of two personal visits to assigned households/unregistered individuals within a designated canvass area in order to obtain Canvass form (CF) returns and Invitations to Register (ITR) using a hand-held tablet device. Canvassers are provided with a tablet device and charger which must be kept safe for the duration of the canvass and returned on completion of canvassing duties.
- To advise members of the public on the completion of the CF and the registration process and the reasons why they should respond, whilst presenting a positive image of the Council at all times.
- Record information about household responses and property changes, including identifying new properties and properties that no longer exist, and other clerical records as may be required.
- Leave a calling card indicating what residents need to do where no contact can be made.
- Assess and manage the workload in order to complete all visits within the timescales given.
- Comply with all procedures and policies, including health and safety awareness. Access to a mobile phone is essential due to the lone working involved.
- Ensure that confidentiality is maintained and personal information is handled securely at all times.
- Complete/attend training sessions covering all aspects of the duties, including health and safety, diversity and data protection issues.
- Liaise with an allocated supervisor with updates on progress and/or any issues and participate fully in performance management/appraisal processes. Progress is reviewed daily and Electoral Services have the right to revoke an appointment at any time where canvassing obligations are not being met. If an appointment is revoked the individual must return all equipment and other issued items to the Election Services office immediately.
- Performing any other duty as may reasonably be requested.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

Knowledge, including educational qualifications:
Good numeracy, literacy and IT skills
Basic knowledge of GDPR legislation
Basic knowledge of electoral registration processes
Experience:
Experience of working in a customer service environment and engaging with members of the public
Experience of meeting deadlines and delivering results
Aptitudes, Skills & Competencies:
The ability to use a hand-held tablet device
Effective time management and organisation skills
Well-developed verbal communication skills including the ability to communicate effectively and use tact when dealing with the general public
The ability to work independently and develop a realistic work plan in order to achieve objectives
A polite, professional and politically neutral manner
Special Conditions of Recruitment:
Comply with and promote the Council's Equal opportunities policy.