Job description

Employer: Dover District Council

Job title: Electoral registration canvasser

Section/Department: Electoral Services

Reports to: Electoral Services Team

Purpose of the post

To assist the Electoral Registration Officer (ERO) with maintaining the Register of Electors by undertaking household visits to assigned properties and make attempts to obtain the required information from all of these properties.

Main responsibilities

Main duties to be undertaken within a required timescale include:

- Visiting specified households within designated areas to obtain the information required to update the Register of Electors and to ensure eligible individuals are assisted in registering to vote.
- Where no contact can be made, to leave required information at the address in question.
- Ensure that all information obtained is securely held by collecting the information on the Tablet Computer provided.
- Advising members of the public on the completion of the Canvass Form and the Individual Registration applications.
- Attending the elections office in person at regular intervals as directed by the supervisor.
- Recording information about properties, including identifying new properties and properties that no longer exist.
- Maintaining other clerical records, as necessary.
- To assist in the opening and sorting of forms in the office if required.
- Attending training sessions covering all aspects of the duties, including Data Protection and Health and Safety issues.

General

- Working co-operatively with colleagues within electoral registration and across the wider organisation.
- Complying with procedures and policies outlined by the Electoral Registration Officer relating to equal opportunities and diversity.
- Complying with the statutory provisions of the Health and Safety at Work Act 1974.
- Ensuring that confidentiality is respected and maintained at all times including the provisions of the Data Protection Acts/GDPR.
- Performing any other duty as directed by line management.

Performance management

- Participating fully in the ERO's performance appraisal processes as required.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

Person Specification

Aspect	Detailed requirement	Essential or Desirable
Qualifications	Basic numeracy and literacy skills	E
Experience	Experience of electoral registration procedures, electoral registration canvassing or election duties.	D
	Experience of working in a customer service environment	D
Knowledge and skills	Ability to use tact when dealing with the public	E
	Ability to meet deadlines	E
	Basic written communication skills	E
	Well developed oral communication skills, including an ability to effectively communicate with members of the public	E
	The ability to build and maintain effective relationships with internal and external colleagues	E
	Basic organisational skills	E
Personal qualities	Ability to work independently and to show your own initiative	E
	A commitment to equality and diversity	E
Practical issues	Ability to operate the App on the Tablet Computer following training.	E
	Access to a mobile phone for health & safety reasons (given canvassing involves lone working)	E
	Availability to work evenings and weekends throughout the period of appointment.	E
	You must be physically fit and capable of walking long distances unaided including repeatedly walking up & down steps/hills with no issue.	E
	Emotional resilience when faced with challenging electors/situations.	E