

SOUTHAMPTON CITY COUNCIL

JOB DESCRIPTION

DIRECTORATE:	STRATEGY
DIVISION:	LEGAL AND GOVERNANCE
GROUP:	ELECTORAL SERVICES
POST TITLE:	Electoral Register Canvasser
ACCOUNTABLE TO:	Principal Elections Officer and, where applicable, the Canvass Team Leader

Purpose of the job

To assist the Electoral Registration Officer (ERO) with the annual compilation of the Electoral Register. To conduct personal visits to non-responding households in order to obtain information required for registration purposes from the occupiers of those properties within specified timescales.

Key duties, tasks and responsibilities

1. Stage 1 - visit each non-responding households within the allocated canvass area(s) to obtain a completed household registration. A minimum of one visit must be made to each household on the list provided.
 2. Provide clear advice and information and assist the householder to complete the Canvass Form provided. Alternatively, if not practicable, encourage the householder to 'self-service' via the local Automated Household Response service (AHR - internet/telephone/text).
 3. Stage 2 - visit each unregistered individual within the allocated canvass area(s) to obtain a completed individual registration. A minimum of one visit must be made to contact each individual on the list provided.
 4. Provide clear advice and information and assist the individual to complete the Invitation to Register (ITR) provided. Alternatively, and if not practicable, encourage the individual to 'self-service' via GOV.UK/national online registration service.
 5. Where contact cannot be made with a household (Canvass Form) or an unregistered individual (ITR), ensure that when leaving forms at properties they are posted completely through the letterbox with a pre-paid return envelope, and not left on doorsteps or with neighbours.
 6. Ensure that any forms completed on the doorstep have all the required information and are signed by a householder (Canvass Form) or the unregistered individual (ITR) before accepting them.
 7. Attend the Elections Office in person at least once a week to deliver completed forms.
 8. Undertake all duties in accordance with the Canvasser Handbook and Council policies, in particular those relating to customer care and health & safety.
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General

1. Work co-operatively with the staff in the Elections Office (and/or Canvass Team Leader, if appointed) and always follow any instructions provided.
2. Advise the Elections Office (and/or Canvass Team Leader) immediately if you believe that you are not able to meet your canvassing obligations.
3. Ensure that confidentiality is respected and maintained at all times and that all data security and protection obligations, whether legislative or otherwise, are observed.
4. Carry out all duties within the timescales set by the Elections Office (and/or Canvass Team Leader).
5. Undertake such other duties as may reasonably be allocated to the post-holder, which may involve providing assistance from time to time to staff in the Elections Office as required.
6. Promote the service and the Council positively at all times.

Performance management

1. Participating fully in the Electoral Registration Officer's performance appraisal processes as required.

This job description reflects the current requirements of the post and should not be seen as an exclusive or exhaustive list of duties and/or responsibilities. These duties and responsibilities may develop and change in consultation with line management.

Schedule of Payments

- non-responding household/unregistered individual – £0.25
- Canvass Form completed and returned by canvasser – £1.25
- ITR completed and returned by canvasser – £1.75; OR
- household registration completed via AHR service – £1.75
- individual registration completed via GOV.UK – £2.25; OR
- Canvass Form completed and returned by post – £0.65
- ITR completed and returned by post – £0.65.

Bonus payments

- completed Canvass Forms returned in excess of 65% response rate – £0.65
- completed ITRs returned in excess of 40% response rate – £0.95.

Equal Opportunities and Health & Safety Clauses

NOTE 1

The post holder is required to carry out, at all times, their responsibilities with due regard to the Council's Equal Opportunities Policy. The post holder must have the ability to understand the needs of a multi-racial society and be prepared to implement the Council's Equal Opportunities Policy at a level appropriate to the job.

NOTE 2

The post holder is required to be familiar and to comply with, following appropriate training where necessary, the statutory provisions of the Health and Safety at Work Act 1974 and the Council's policies and procedures, for example on health, safety and welfare at work, lone working, etc.

**SOUTHAMPTON CITY COUNCIL
HR MANAGEMENT
PERSON SPECIFICATION**

POST: Electoral Registration Canvasser

DATE: February 2016

ABILITY / SKILLS / EXPERIENCE	TO DO WHAT?	HOW WELL – NOW OR WITH TRAINING?	IMPORTANCE AT TIME OF APPOINTMENT 1 – LOW 5 – HIGH
Communication skills	<p>Experience of working and engaging with customers and/or members of the public generally.</p> <p>Good oral, interpersonal and written communication skills, including an ability to communicate face to face clearly, professionally, succinctly and tactfully with members of the public.</p> <p>Enthusiastic and self-motivated, with an ability to build successful relationships with potential electors to encourage registration, including the supply of personal information.</p> <p>Effective literacy and numerical skills, with an attention to detail to ensure that registration forms are completed accurately and consistently.</p>	Now	4
Technical Knowledge	To deliver all aspects of the post strictly in accordance with the prevailing legislation. This will require a basic understanding of the legislation affecting electoral services, together with the collection and security of personal data.	Previous experience is desirable but training will be given	3
Organisational / Prioritising Skills	<p>Ability to work independently and use your own initiative, but also to clarify understanding if necessary.</p> <p>Good organisational and administrative skills with the ability to resolve competing priorities to achieve the required outcomes.</p> <p>Be able to work under pressure and to meet any deadlines set.</p>	Now	4
Physical Demands	To be prepared to undertake personal visits to properties, in outdoor weather.	Now	4

	<p>Commitment and motivation to work such hours as may be necessary to achieve the purposes of the post, including evening and weekend work.</p> <p>Be physically fit as the job involves visiting a large number of properties within your canvass area, some of which may not be easily accessible.</p>		
Health & Safety	<p>To be familiar with the Council's Health & Safety and Lone Working policies.</p> <p>To understand the potential risks to personal safety from visiting resident's properties (dogs, anti-social behaviour, physical hazards, etc.).</p>	Now but also to be covered in training	4
Understanding the nature of discrimination	To carry out, at all times, the post holder's responsibilities with due regard to the Council's Equal Opportunities Policy. The post holder must have the ability to understand the needs of a multi-cultural society and be prepared to implement the Council's Equal Opportunities Policy at a level appropriate to the job.	Now but also to be covered in training	3