

Job Description and Person Specification

Role: Electoral Services Canvasser



Job Description

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| Job Title | Electoral Services Canvasser |
| Grade | 2 |
| Service | Electoral Services |
| Reports to | Head of Electoral Services or other nominated staff |
| Location | Various locations throughout the City |
| Job Evaluation Code | |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. To assist the Electoral Registration Officer (ERO) in preparing a complete and accurate electoral register and supporting eligible residents of the City of Coventry to register to vote.
2. To provide advice to potential electors on general eligibility to register and the various methods of voting as required.
3. Visit assigned properties who have yet to respond to either the annual canvass or invitations to register to vote to encourage a response for the property or eligible residents.

Main Duties & Key Accountabilities

1. To attend training prior to the commencement of the canvass exercise, and to collect equipment.
2. To visit non-responding properties within a defined area to input canvass and individual registration information on a tablet device. A minimum of one additional visit must be made to each property where there is no response to the initial visit, but further visits can be made. Where no contact can be made, to leave a calling card indicating what residents need to do.
3. Advising individuals on the correct completion of forms and where possible completing online registration and canvass forms with residents on the tablet device. Regularly syncing the tablets.
4. Recording information about properties, identifying new properties, changes to properties (i.e. houses into flats, demolition of properties) and reporting this back to the Electoral Services Team.
5. To carry out all work to specified timescales.
6. To be aware of your responsibilities in terms of health and safety.
7. To ensure that you approach your duties taking into consideration the principles of value for money and a flexible, customer focussed approach.
8. Duties which include access to any personal data must be undertaken within the corporate data protection guidelines and in accordance with the Representation of the People Acts and Regulations.
9. Any other duties and responsibilities within the range of the salary grade.

This job includes a considerable amount of walking both along public pavements and along private drives/paths to gain access to properties.

You will be required to work on your own initiative and prioritise your workload with your partner or team to meet the deadlines. You are required to maintain regular contact with your partner and should not work alone.

You will be required to work outside in all weathers during evenings & weekends throughout the process.

You will be required to use a tablet to collect data and ensure the safekeeping of this at all times.

You will be required to travel to and from the Council offices and to and from the allocated area within the city. These travelling costs will not be reimbursed. Use of own transport will be at the employees own risk and having the appropriate insurance is the responsibility of the employee.

IF APPLICANTS HAVE ANY HEALTH PROBLEMS WHICH COULD PREVENT THEM FROM DOING THIS TYPE OF WORK, THEN THEY SHOULD SEEK MEDICAL ADVICE BEFORE SUBMITTING AN APPLICATION FORM OR ACCEPTING THE APPOINTMENT.

Key relationships

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| External Residents of the City of Coventry | Internal Electoral Services Office staff |
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

None

Person specification

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| Job Evaluation Code | |
| Knowledge | |
| Basic awareness of electoral registration | |
| Skills and Abilities | |
| Good verbal communication skills | |
| Customer service skills – especially able to respond effectively to difficult face to face queries and questions | |
| Ability to follow legislative requirements and procedures | |
| Ability to work on own initiative and prioritise workload with partner or small team to meet deadlines | |
| Ability to stay calm under pressure | |
| Ability to use IT applications and equipment to a good standard (Tablets) | |
| Able to use Microsoft Excel to keep an accurate log of hours worked and submit this in the required format on a regular basis | |
| Experience | |
| Previous experience of dealing with members of the public in a face to face environment | |
| Qualifications | |
| Educated to GCSE standard or equivalent | |
| Special Requirements | |
| Canvassers will need to be able to walk throughout their allocated area (including managing steps), and carry a tablet and other equipment | |
| Canvassers will also require access to a mobile phone for lone working requirements to ensure that they keep in contact with their partner/team | |

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| Date Created | 10/08/2023 | Date Reviewed | |
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