



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Electoral and Registration Service Apprentice
GRADE:	Apprenticeship Level 3
POST NO:	Post specific
JOB TIER:	5
DBS CHECK:	None
GROUP:	Administration
SERVICE:	Democratic Services

REPORTING STRUCTURE

Reports to:	Deputy Electoral and Registration Services Manager
Direct Reports:	none
Indirect Reports:	none

ROLE PURPOSE:

This Advanced (Level 3) apprenticeship role will provide business and administration support for a variety of projects within our electoral registration team as well as support of office and team processes and systems.

A. Job Description

1. People Management

- No direct supervisory responsibility.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

3. Operational Service Delivery

General

- Dealing with enquiries from members of the public, internal departments and external organisations on registration and electoral matters. Respond to general correspondence and procedure notes as necessary
- To provide general clerical support for Electoral Services including dealing with post, filing, scanning and photocopying
- Contributing to improvements in service delivery by introducing changes informed by the analysis of data collected through appropriate feedback mechanisms with users and stakeholders.
- Developing IT skills to supplement the Electoral and Registration Systems as a means to effective and efficient working practices. To use IT facilities creatively and efficiently to ensure the best use of IT and the Web for providing information and services to the public.
- To ensure all council policies and procedures are promoted and carried out such as the equal opportunities, health and safety, inclusion, safeguarding.

Registrars Admin

- Receiving and making telephone calls and taking messages
- Dealing with customer and colleague enquiries
- Using databases and bespoke software

- Collating, photocopying & distributing documentation
- Creating records and keeping them up to date
- Updating documentation
- Arranging meetings, taking notes and distributing supporting papers, as required
- Gathering, collating and chasing up information
- Actively contribute to the SAP Financial system for the completion of financial transactions.
- Dealing with any ad hoc administration duties as and when required

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- To be responsible for own personal development, and to take part in training as and when identified or requested

7. Contacts

- Internal: Council officers up to Chief Executive and Council Members
- External: Members of the public, external local and national bodies including the GRO and Electoral Commission

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed targets within appraisals
- Delivery against any agreed service levels

B. Person Specification

Electoral and Registration Service Apprentice

This person specification will be used for recruitment to the **Electoral and Registration Service Apprentice** vacancy in Electoral Services, LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
GCSE/Level 2 Maths and English (Grade C or above) or equivalent	✓	
Willingness to study towards a relevant professional qualification	✓	
An equivalent or higher qualification in the same profession (operational delivery/electoral services) cannot be held	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of the service including varying start and finish times as required	✓	
An interest in developing a career in the field of Electoral Services	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Previous administrative experience in a busy environment	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Sound working knowledge of Microsoft Office packages, particularly Word and Excel	✓	
High quality telephone manner and written skills showing the ability to communicate information clearly, politely and effectively	✓	
Good organisational and time planning skills, and the ability to prioritise and manage workload	✓	
Able to work as part of a team and individually as required	✓	
To undertake training and constructively take part in meetings and other events to improve communication and assist in effective development	✓	
Able and willing to follow instruction and learn new tasks	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team	✓	

members' experiences can bring.		
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
COMPETENCIES (continued)	ESSENTIAL	DESIRABLE
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	