

JOB DESCRIPTION

Post Title: Electoral Registration Canvasser	Post No: n/a	Grade: n/a
Local Authority: City of Westminster	Department: WCE Chief of Staff	Section: Electoral Services

Responsible to: Electoral Services Team Leader

Purpose of the job: To assist the Electoral Registration Officer (ERO) with the compilation of the Register of Electors. To visit all properties and potential electors assigned to you and make attempts to obtain a response for those properties/persons.

- Major Duties and Specific Responsibilities:**
1. To visit households/potential electors within a designated area and to obtain a response from non-responders. A minimum of two visits must be made to each canvassed property/person within your area with the aim of obtaining a response which can be held as part of the formal record;
 2. To advise and assist residents on the completion of an online version of a HEF (household enquiry form) and to advise and assist potential electors on the submission of their voter registration form – ITR (invitation to register form) – both types of response would be captured by using registration software loaded onto Westminster owned tablets. Canvassers will each receive a tablet- which must be kept safe- and will receive tuition on tablet use.. When coming into contact with residents it is expected that a very high level of customer service will be provided;
 3. If a paper copy of a HEF or ITR needs to be hand-delivered by you to any of the addresses/ residents within your area, then you will need to ensure that the forms are posted completely through the letterbox and not left on doorsteps or with neighbours. Proper delivery must effected at all times where a resident is not able or willing to accept personal delivery of a statutory form;
 4. To attend the Electoral Services office on the date and at the time stipulated when an arrangement to attend is agreed with your canvasser supervisor;
 5. To advise the electoral services office in writing as to where you have new residential properties which are not held on the address lists you are given;
 6. To advise the electoral services office in writing as to where any residential properties on your address lists have been demolished or appear in duplicate on your lists;

- 7. To ensure that all Health and Safety instructions given to you by the electoral services office are followed. To ensure that any Health and Safety related incidents i.e. accidents or assaults are reported to the appropriate authorities, where necessary, and to the electoral services office as soon as possible;
- 8. To ensure that any racist incidents or other incidents of this type are reported to the electoral services office as soon as possible;
- 9. To advise the electoral services office immediately if you believe that you are not able to meet your canvassing obligations;
- 10. Electoral Services have the right to revoke your appointment at any time if they believe that you are not meeting your canvassing obligations. If your appointment is revoked you must return all equipment and other issued items to the electoral services office immediately;

- 11. To act in an impartial manner (including politically) at all times;
- 12. To act in a way which does not result in arguments taken place with residents or complaints being made to electoral services office i.e.: being too overbearing when seeking to describe to residents some of the possible consequences of their not making a statutory return.

Other Job Activities:

- 1. To work co-operatively with colleagues within electoral services and across the organisation and to follow the instructions of electoral services staff at all times;
- 2. To ensure that confidentiality is respected and maintained at all times and that all Data Security and Data Protection obligations, whether legislative or otherwise are observed. The forms and tablets you have in your custody contain confidential information. The forms and tablets must be stored securely at all times and proper provision must be made to ensure that the forms and tablets remain on your person when you canvass and that they are not lost/mislaid. Secure receptacles have been supplied to you for this purpose.
- 3. To carry out all duties within the timescale set by the electoral services office.

4. To ensure that all your duties and responsibilities are performed in accordance with the City Council's policies and procedures including Financial Regulations, Standing Orders, Human Resources Policies and Procedures, Health and Safety Policy, etc and that guidance from the electoral services office is followed;
5. To promote and comply with the Council's Equalities and Diversity Policies in the opposition and eradication of all forms of discrimination and to ensure all services are accessible to all users;
6. To undertake any other duties of a similar nature, at any location within the City, as directed by the electoral services office and which are commensurate with the role of Electoral Registration Canvasser.
7. To carry out all duties to the standard set by the electoral services office and to follow all instructions set by the Electoral Services Office.

ELECTORAL REGISTRATION CANVASSER PERSON SPECIFICATION

All points set out below are deemed essential criteria for the post

EXPERIENCE

Experience of working and engaging with customers and/or members of the public generally;

KNOWLEDGE

Basic knowledge of the electoral registration process (training will be provided);

Basic literacy and numeracy skills

ENGAGING WITH OTHERS

Good oral and written communication skills including an ability to communicate clearly, succinctly and tactfully with members of the public;

Good interpersonal skills and ability to build and maintain constructive relationships with internal and external colleagues;

ACHIEVING RESULTS

Ability to work independently and use your own initiative;

Good organisational and administrative skills with the ability to resolve competing priorities and achieve the required outcome;

Ability to understand and apply oral and written instructions and guidance;

CIRCUMSTANCES PARTICULAR TO THE JOB

Commitment and motivation to work such hours as may be necessary to achieve the purposes of the post including evening and weekend work;

Be physically fit as the job will involve visiting a large number of properties within your area, some of which are not easily accessible;

Possession of a mobile phone as canvassing involves lone working.