HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Electoral Services & Local Land Charges Officer

TEAM: Elections & Land Charges

GRADE: Grade 4

SERVICE AREA: Democratic & Elections Services

RESPONSIBLE TO: Elections & Land Charges Team Leader

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

2. The post holder will be required to work some evenings and weekends during peak times and the election period. Annual Leave and Flexi Leave will be severely restricted within the team at this time.

3. Whilst this role is not formally politically restricted, as the postholder will be required to support the administration of elections, the postholder cannot be involved in the management of a political party at a national, regional or local level

DATE ISSUED: Sept 2026

1. JOB PURPOSE:

To assist the Elections Manager and Team Leader with the coordination of the day-to-day production and maintenance of the Register of Electors and support the planning and successful completion of all elections and referenda within the district.

Assist with maintaining the Local Land Charges Register ensuring all data is processed correctly in order that the Council meets its statutory function under current legislation.

PRINCIPAL RESPONSIBILITIES:

Elections

To support the Elections Manager and Team Leader in planning, delivering and reviewing the success of all elections within the district and ensuring they are delivered in line with current legislative requirements. This will require working outside of usual office hours for periods of the year pre and post elections.

1. Responsible for the monthly additions to and deletions from the Electoral Register in accordance with Individual Electoral Registration Regulations.

2. Responsible for day-to-day correspondence and applications from all electors including the creation and processing of postal and proxy voters.

3. Answering of all generic queries either via telephone or written response for Electoral Services within expected corporate deadlines, including researching and collating information.

4. Assisting with the organisation of the annual Register of Electors including recruitment of and liaison with all temporary canvassers.

5. Support with the publication/production of the Electoral Register within the prescribed statutory timetables, involving direct input of data from forms returned.

6. During election projects, the post holder will contact and recruit external and internal staff members to assist at the polling stations and count venue. This equates to approximately 200 members of staff.

7. To support with training and assistance of staff supporting to ensure the successful delivery of elections.

8. Responsible for the raising of orders and goods receipting process for stationery and goods needed for the delivery of elections, including ensuring stationery and equipment is adequately supplied to all polling stations and count venues, liaising with the customers and the internal finance team.

9. To assist with the maintenance of the Xpress electoral registration database, including data from external bodies including GOV UK website, Department of Works and Pensions online portal and personally submitted applications.

10. To Administer changes to records in an accurate and time critical manner in line with statutory legislation.

11. Support in the planning and conduct of all elections and referenda held in the district. Answering telephone calls and liaising with the public, professional bodies, government departments, councillors and political parties in a professional manner.

12. Support the running of all postal vote opening sessions, this includes but is not limited to verifying electors' signatures and dates of birth to ensure they meet the matching criteria required under legislation to combat electoral fraud. Supervision of the final postal vote opening sessions after the close of poll. This is carried out during the verification of votes and is vital that it is done in a timely manner in order that all cast postal votes have been verified during this event.

Land Charges

To under the direction of the Team Leader and Electoral Services Manager to produce land charges searches as part of the housing market process, ensuring that electoral legislation and guidance is adhered to.

13. To receive and inspect all local search requests, identifying additional questions, verifying additional parcels of land and ensuring that the appropriate Con29 forms are submitted.

14. To calculate fees on local search requests and notifying customers of amendments/alterations to fees in line with our annual fees and charges.

15. To assist with the efficient completion of all statutory local land charge searches, as requested by solicitors, conveyancing companies and the public. Analysing and interpreting relevant data sets across various departments, using the Idox Total Land Charges and Idox Uniform mapping computer systems to complete the official certificate of search and Con 29 enquiries.

16. To assist in the maintenance of the Local Land Charges Register computer database as appropriate. Identifying the relevant registration of charges ensuring that all data is entered onto the register accurately, ensuring the Council meets its statutory function under current legislation and guidance from the local land charges institute.

17. The raising of orders and goods receipting process for stationery and goods received across electoral services and local land charges, ensuring all invoices have correct purchase order numbers prior to goods receipting.

18. To uphold and display the HDC behaviour competency framework to at least level 1.

19. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies

20. As a term of employment, the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

21. **Health and Safety**

- To be familiar with and always comply with
    - the Council's general health and safety policy,
    - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
    - local department specific health and safety procedures as amended or added to from time to time.

- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during your work to your line manager for action.

- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE:	Democratic & Elections Services				
TEAM:	Elections & Land Charges				
POST NO:	-	**GRADE:**	4	**WEEKLY HOURS:**	25 Hours
ALLOWANCE:	-				
CONTRACT TYPE:	Permanent				

TYPE OF CRITERIA	**ESSENTIAL REQUIREMENTS:** Minimum requirements for the successful completion of the job	**ASSESSMENT** **A / I / T / E**	**DESIRABLE REQUIREMENTS:** Elements that contribute to improved / immediate performance in the job	**ASSESSMENT** **A / I / T / E**
Qualifications	• GCSE Grade C Mathematics and English Language or equivalent or able to demonstrate equivalent aptitude • Customer Care / Business Administration Qualification / equivalent experience • Prepared to undertake training internally & externally on legislation and database pertaining to elections/registration • Prepared to undertake training internally & externally on legislation and database pertaining to local land charges	A A I I		
Experience	• Administrative / clerical duties to include computerised record systems, producing letters and maintaining filing systems. • Regular use of Microsoft Office, including Word, Excel, Outlook and Teams. • Liaison with customers, electronically as well as in person. • Use of map-based information • Document Management systems • Processing invoices	A / I A A / I A	• Geographic Information systems • Knowledge of the Electoral Registration and Elections process • Experience of undertaking electoral or land charge administration • Experience in training staff on processes and procedures	A I A A
Knowledge	• A comprehensive understanding of customer service and clerical administration	A / I	• Knowledge of local land charges process and legislation	A

	• An understanding of data protection and GDPR, handling of confidential information • Have a basic knowledge of the purpose and importance of the electoral system and how it is delivered in the UK.		• Knowledge of IDOX Total Land Charges and Uniform System • Understanding of map-based systems, GIS and spatial awareness	A A
Skills	• Confident, conscientious, good team player • A positive 'Can Do' attitude is vital within this role. • Ability to work effectively and accurately under pressure to tight deadlines during key periods. • A high degree of flexibility with the ability to organise, prioritise and switch between tasks for a demanding workload. • Ability to communicate and deal with a wide range of people diplomatically and in a sympathetic way. • Ability to demonstrate political impartiality • Able work independently and as part of a team to support the delivery of the service. • Ability to use initiative to deliver key areas of the role and problem solve without supervision. • Ability to confidently deal with difficult situations in a calm and professional manner. • Ability to learn on the job, in an efficient and effective manner. • Aptitude to learn new IT packages	A / I A / I A / I A / I A / I A A / I A / I A / I		
Other	• Have own transport available for business use and have a driving licence • Must be able to work outside usual office hours for periods of the year pre and post elections. This is likely to be between 6 to 8 weeks at a time.	A / I I		

Assessment Legend:	A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages				