

JOB DESCRIPTION		
Post title: Electoral Registration Canvasser	Post no: n/a	Grade: Performance related pay
Directorate: Resources	Division: Assurance	Section: Electoral Services
Responsible to: Senior Electoral Services Officer		
Purpose of the job:	To assist the Electoral Registration Officer (ERO) with the annual canvass to update the Register of Electors by visiting properties assigned to you and making attempts to obtain a completed Household Enquiry Form (HEF) and/or Invitation to Register (ITR) forms.	
Period of employment	Canvassers will be employed from 19 September 2022 until 4 November 2022. You will be required to attend a training session in advance of 20 September. Canvassers are required to work in their own time. For the best response, evening and weekend work is required. Where more than one visit is required to a property, these should be on different days and at different times of day.	
Major Duties and Specific Responsibilities:	1.	Household Enquiry Forms (HEFs): Within a designated timescale to visit assigned properties from which no response has been received to the initial and reminder HEFs, to collect completed forms and to check they are fully completed and signed.
	2.	Invitation to Register (ITR) forms: Within a designated timescale to visit assigned properties and make contact with individuals who have failed to respond to an ITR. To encourage those individuals to make an application and if possible to collect completed forms and to check they are fully completed and signed.
	3.	Where no contact is made, to leave a calling card. If no response is obtained after at least two visits, to leave a further reminder HEF or ITR form(s) as required at the property.
	4.	To advise and assist residents on the completion of the HEFs and ITR forms. In advising and assisting residents you must ensure that a high level of customer service is offered commensurate with that expected of London Borough of Redbridge employees;
	5.	To liaise with officers of residential homes and other institutions to enable residents to register to vote.
	6.	To receive regular lists of households and individuals who have responded and to pull out any relevant HEFs/ITR

	forms from those held by the canvasser and return them to the Electoral Services Office.
	7. To sort and return any completed HEFs and ITR forms collected to the Electoral Services Office on a weekly basis and to keep clerical records and provide information on work undertaken as required by the ERO.
	8. To adhere to deadlines set by the Electoral Registration Officer and to inform the Senior Electoral Services Officer without delay of any circumstances that may prevent the completion of your work on time.
	9. To accurately record any cases where a resident refuses to provide the information required.
	10. To carry an official ID badge approved by the ERO at all times whilst canvassing.
	11. To complete the annual canvass in the agreed timescale and according to the terms and conditions stated in your contract; and to return all materials provided to the Electoral Services Office at the designated time at the end of the employment.
	12. To ensure that any health and safety incidents, accidents, assaults, racist or other incidents are reported to the Senior Electoral Services Officer immediately.
	13. To keep your equipment secure at all times and only use it for canvass duties. To inform your manager immediately if any equipment is lost or stolen.
Other Job Activities:	1. To work co-operatively with colleagues within the Electoral Services Team and to follow the instructions at all times.
	2. To ensure that confidentiality of the information held against each property is respected and maintained at all times and that all Data Security and Data Protection obligations, whether legislative or otherwise are observed.
	3. To ensure that all duties and responsibilities are performed in accordance with the Council's policies and procedures including Financial Regulations, Human Resources Policies and Procedures, Health and Safety Policy, Community Safety and written guidance from the ERO.
	4. To promote and comply with the Council's Equality and Diversity Policy in the opposition and eradication of all forms of discrimination and to ensure all services are accessible to all users.

	5.	To undertake any other duties of a similar nature, at any location within the Borough, as directed by the Electoral Services Office and which are commensurate with the role of a Registration Canvasser.
Signed:		
Date:		

ELECTORAL REGISTRATION CANVASSER

PERSON SPECIFICATION

A. 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 Annual Canvass process, completion of HEFs and ITR forms (mandatory 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, persuasively and tactfully with members of the public.

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

Awareness of cultural diversity and the ability to relate to people of diverse backgrounds.

A professional and politically neutral manner.

An understanding of the issues around data protection and the ability to be responsible for appropriate handling of personal data.

ACHIEVING RESULTS

Ability to motivate yourself and work independently using your own initiative.

Good organisational and administrative skills and the ability to work independently, meet deadlines and resolve competing priorities to achieve the required outcome.

CIRCUMSTANCES PARTICULAR TO THE JOB

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

Be able to visit all properties within your area, some of which may not be easily accessible.

Access to a mobile phone as canvassing involves lone working. A personal alarm will be provided.

B. Desirable criteria for the post

Experience of electoral registration procedures, canvassing or other election duties.

Experience of working in a customer services environment.

An understanding of the eligibility criteria for inclusion on the Register of Electors (training will be provided).

Own transport, insured for business purposes, if necessary to meet the requirements of this post.