

SOUTH DERBYSHIRE DISTRICT COUNCIL – PERSON SPECIFICATION

Directorate: Law, People and Environment	Service: Legal and Democratic Services	Job Title: Senior Electoral Services Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
<p>Good level of general education.</p> <p>AEA Certificate in Electoral Administration or willingness to study to obtain the Certificate.</p> <p>Good and proven level of written and oral communication.</p> <p>Competent in the use of Microsoft office and related media technology.</p> <p>Able to work effectively in a political environment and handle confidential issues discreetly and tactfully.</p> <p>Experienced in the conduct of local authority elections and the electoral registration process.</p>	<p>Experience of managing staff.</p> <p>Proven experience of working with Elected Members.</p>	<p>Application Form</p> <p>Interview</p> <p>Presentation</p>

Competency	Level	Essential	Desirable	How Assessed
Achieving Results	3	<p>Ability to review working practices and change systems or processes to improve performance of self and/or team.</p> <p>Contribute towards service improvement.</p> <p>Ability to delegate responsibility to enable achievement of results.</p>		Interview Application Form
Communication	2	<p>To be sensitive to the communication needs of others.</p> <p>Ability to produce good quality written communication using standard formats.</p> <p>Ensure accuracy of communications.</p> <p>Ability to clearly present information or provide explanations that are easily understood by others.</p> <p>Ensure communication is correctly targeted and understood.</p>		Interview Application Form
Creative Thinking	2	<p>Ability to use new information to offer realistic alternatives and to tailor existing approach to provide better results.</p> <p>Ability to actively contribute ideas and demonstrate creative thinking.</p>		Interview Application Form
Customer Focus	3	<p>Experience of building and developing relationships with customers and driving standards for excellent customer service.</p>		Interview Application Form
Decision Making and Problem Solving	3	<p>Ability to deal with complicated problems in a logical and structured manner and seek imaginative and innovative solutions.</p> <p>Actively encourage interaction and ideas from others.</p>		Interview Application Form

Competency	Level	Essential	Desirable	How Assessed
Making Change Work	2	<p>Understands and explains the reason for change and recognises that others may have concerns and works with them to overcome these.</p> <p>Proactively supports new ideas and initiatives.</p>		Interview Application Form
Managing Resources, Projects and Processes	3	<p>Ability to develop approaches and methods to ensure that tasks are completed accurately.</p> <p>Experience of working to meet short and medium term priorities.</p> <p>Ability to set out the steps necessary to achieve the end result and set deadlines.</p>		Interview Application Form
Personal Impact	2	<p>Ability to show empathy.</p> <p>Ability to remain effective under pressure.</p> <p>Strives to do any task as well as possible.</p>		Interview Application Form
Working Relationships	2	<p>Builds a solid foundation of mutual understanding and trust.</p> <p>Proactively supports colleagues.</p> <p>Displays willingness to learn from others, including own team members and peers, speaks to team members in positive terms.</p> <p>Ability to resolve conflict and not avoid difficult issues.</p>		Interview Application Form
Equal Opportunities and Fairness		<p>Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment</p>		Interview Application Form