

JOB DESCRIPTION

CANVASSER



PURPOSE OF JOB

To assist the Electoral Registration Officer with the Annual Canvass, by making visits to non-responding properties in your allocated area; attempting to obtain completed forms for all of those properties.

- Visiting each household within your allocated area to collect forms when no response has been received and to check that they are fully completed. A visit is making contact with somebody in the property. It may take several visits at different times and days to make contact. Where no contact can be made, to leave forms and a freepost return envelope.
- Accurately recording information about properties, including identifying new properties and properties that no longer exist.
- Advising members of the public on the completion of the form and where necessary any additional steps required to register.
- Maintaining other clerical records, as necessary. Including keeping a record of visits made.
- Collecting information on forms that are not fully or accurately completed.
- Returning collected forms in a regular and timely manner during the visiting stage.
- Attending training sessions covering all aspects of the duties, including health and safety issues.
- Must be politically neutral.
- Complying with procedures and policies relating to equal opportunities and diversity.
- Ensuring that confidentiality is respected and maintained at all times.
- To promote quality and equality within the Council and in the provision of its services.
- To provide excellent customer service to all internal and external customers in line with the Council's commitment to Customer Service Excellence.
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- Comply with all the policies and procedures of the Council (eg Equal Opportunities, Health and Safety). Copies of these can be found in the Employees Handbook (which will be amended and reissued should there be any changes) and/or from Human Resources.

PERSON SPECIFICATION

CANVASSER



Attributes:		Essential/ Desirable	Assessed By
Experience	➤ Experience of dealing with people	Essential	
	➤ Ability to meet deadlines		
	➤ Experience of electoral registration procedures, electoral registration, canvassing or election duties.	Essential	
	➤ Basic written communication skills	Desirable	
	➤ Ability to work independently and to show your own initiative	Essential	
	➤ Customer service skills – demonstrable ability to deal responsibly, positively and sensitively, using tact, to customer needs	Essential	
	➤ Strong self-motivation and an ability to work with a minimum of supervision to tight deadlines	Essential	
	➤ Ability to work co-operatively in a team to achieve prescribed objectives		
	➤ Ability to organise workload with discretion, tact and integrity	Essential	
	➤ Basic numeracy and literacy skills	Essential	
	➤ Politically neutral (clarification can be sought from the Electoral Services Team)		
	➤ Access to email facility for receipt of daily electronic response reports		
	➤ Required to work flexible hours to include evenings and weekends	Essential	
	➤ Demonstrate an understanding of, acceptance and commitment to, the principles underlying equal opportunities	Essential	