

ES18 Recruit, train and deploy casual staff for electoral services

Unit Summary

What is the unit about?

Casual staff play a number of important roles in the electoral process e.g. canvassing, polling, counting etc. It is essential that they are properly selected, trained and deployed. However, this may be handled in a slightly different way from the way in which permanent members of staff might be recruited, developed and managed e.g. due to very tight timescales and/or the nature of role being undertaken. This unit describes the competences required to: identify and attract suitable candidates, brief and develop individuals, and monitor and maintain the quality of their work.

Who is the unit for?

This unit is appropriate to the work of staff with a responsibility for recruiting, training and deploying casual staff.

Links with other units

This unit links with the following units:

- ES3 – Plan and administer a canvass in order to gather information for the electoral register
- ES13 – Manage polling day arrangements
- ES14 – Facilitate voting at polling stations
- ES15 – Plan and prepare for the counting and adjudication of votes and declaration of results of elections/referendums
- ES16 – Supervise the verification and counting of votes and declare the results of elections/referendums

Scope of the unit

This unit covers the following types of **communication**:

- written
- verbal

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Outcomes of Effective Performance

Recruiting casual staff

You must be able to:

1. identify, in consultation with relevant colleagues, appropriate criteria for the recruitment and selection of casual staff
2. develop clear, precise and job-specific descriptions of the roles to be fulfilled by casual staff
3. identify and use effective methods to attract applicants
4. evaluate the suitability of applicants against agreed criteria
5. evaluate the extent to which casual staff who have previously worked for the organisation can be re-employed
6. ensure that the terms and conditions of employment are **communicated** in an effective and timely manner to successful applicants

Training and deploying casual staff

You must be able to:

7. **communicate** the essential aspects of the job role to casual staff in a clear, effective and timely manner
8. assess individuals and job requirements to determine the level of briefing and/or training required by casual staff
9. deliver, or commission the delivery of, briefings and any necessary training to casual staff at an appropriate time and in a manner that is likely to promote understanding
10. encourage casual staff to ask questions and seek clarification of any issues about which they are unsure
11. respond to questions and queries promptly, and refer casual staff to other sources of information and guidance if you are unable to assist
12. monitor and maintain the quality of work delivered by casual staff, and take appropriate action should problems arise
13. evaluate the use of casual staff within your area of responsibility, identifying any lessons that could inform future practice

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Knowledge and understanding

You need to know and understand the following:

Legislation, policy and practice

- K1. relevant legislation, codes of practice and guidance relating to recruiting, briefing and deploying casual staff
- K2. your organisational policies and procedures relating to recruiting, briefing and deploying casual staff
- K3. the importance of casual staff in the effective delivery of electoral services
- K4. the range of roles within electoral services for which casual staff may be required

Recruiting casual staff

- K5. the importance of developing appropriate criteria for the recruitment and selection of casual staff
- K6. how to develop clear, precise and job-specific descriptions of the roles to be fulfilled by casual staff
- K7. the range of methods which may attract suitable applicants, and how to use them to best effect
- K8. how to evaluate the suitability of applicants; the importance of doing this against clear, agreed criteria
- K9. the advantages of re-employing casual staff who have worked for the organisation in the past
- K10. how to ensure that the terms and conditions of employment are communicated to successful applicants in an effective and timely manner

Training and deploying casual staff

- K11. the essential aspects of the job roles to be fulfilled by casual staff and ways of communicating this in a clear, effective and timely manner
- K12. how to assess individuals and the requirements of the various job roles to determine the levels of briefing and/or training required
- K13. how and when to deliver briefings and any necessary training to casual staff
- K14. when and how to commission others to deliver briefings and training
- K15. the importance of encouraging casual staff to ask questions and seek clarification of any issues about which they are unsure
- K16. the potential consequences of deploying casual staff with inadequate levels of briefing and/or training
- K17. the sources of additional information and guidance to which casual staff can be referred
- K18. the importance of monitoring the work carried out by casual staff, and the actions to take should problems arise
- K19. the importance of evaluating the use of casual staff and identifying lessons that could inform future practice