

## **ES19 Establish, maintain and develop effective working relationships with stakeholders in electoral services**

### **Unit Summary**

#### **What is the unit about?**

Working effectively with others - whether they are managers, colleagues, suppliers etc - is a key part of everyone's job. Whilst the more general aspects of this are covered within Unit D1 and D2 (from Management and Leadership), this unit focuses specifically on those stakeholders with whom you may come into contact as part of your work in electoral services e.g. elected representatives, candidates and electors. In particular, it emphasises the importance of demonstrating a political sensitivity in dealings with stakeholders, and maintaining an appropriate balance between openness and confidentiality.

#### **Who is the unit for?**

This unit is appropriate to the work of both permanent and casual members of the electoral services team who interact and deal with stakeholders, such as elected representatives and members of the local community, in the course of their work.

#### **Links with other units**

This unit links with the following units:

- D1 – Develop productive working relationships with colleagues
- D2 – Develop productive working relationships with colleagues and stakeholders

#### **Scope of the unit**

**Stakeholders** will include:

- Elected representatives
- Candidates and their agents
- Political parties
- Government departments
- Electors
- Members of the local community (e.g. community groups, media, local businesses)
- The Electoral Commission
- Representatives of other organisations (e.g. Local Authorities)
- Credit reference agencies
- Courts service

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### Outcomes of Effective Performance

#### *Relating to stakeholders*

*You must be able to:*

1. present yourself to **stakeholders** in a way that provides a positive image of your department/organisation
2. deal with **stakeholders** in a courteous and helpful manner
3. provide **stakeholders** with the information and support they need to participate in relevant democratic activities
4. communicate with **stakeholders** clearly, accurately and in a way that is appropriate to their needs
5. observe requirements for openness and confidentiality
6. show political sensitivity in all situations involving **stakeholders**
7. try to solve problems for **stakeholders** in a way that is consistent with your own responsibilities and organisational policy, seeking assistance from others when necessary
8. remain calm and professional when dealing with **stakeholders** who are angry or distressed
9. represent organisational policy, but not political views, in all dealings with **stakeholders**

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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 relationships with stakeholders
- K2. your organisational and policies and procedures relating to relationships with stakeholders
- K3. the range of stakeholders with whom you are likely to establish working relationships
- K4. your role, and the role of others, in establishing working relationships with stakeholders
- K5. the importance of being confident and assertive in your communication with stakeholders

#### ***Relating to stakeholders***

- K6. the ways in which you can present a positive image of your department/organisation through your own appearance and behaviour
- K7. the importance of being courteous and helpful in your dealings with stakeholders
- K8. the types of support and information that stakeholders may need when they wish to participate in local democratic activities; the ways in which support and information can be delivered
- K9. the different types of communication difficulties that you may encounter when dealing with stakeholders and how to overcome these
- K10. issues of confidentiality and openness when dealing with stakeholders; situations in which information must be given and situations in which information should be restricted
- K11. the types of political pressure that you may experience and how to deal with this
- K12. the situations in which political sensitivity may be important and how to demonstrate this
- K13. the limits of your own role and competence when it comes to solving problems on behalf of stakeholders
- K14. why it is important not to show your own political affiliations and to prevent your own political views influencing your relationship with stakeholders