



National Occupational Standards for Electoral Services Staff

What are National Occupational Standards (NOS)?

- Describe the key activities carried out in a job or occupation
- Specify what you have to do and what you have to know & understand in order to carry out these key activities
- Represent nationally agreed standards of performance
- Now exist for practically all of the UK's occupations and industries
- Can be downloaded free of charge from the government website www.ukstandards.org.uk

NOS - a Flexible Workplace Tool!

NOS can be used for a variety of purposes for example:

- Identifying progression routes
- Developing candidate specifications and job descriptions
- Planning training and development
- As a basis for qualifications
- Motivation and reward



NOS for Electoral Services Staff



- Approved in September 2007
- Suite contains 45 individual NOS
- Specific NOS in the suite describe specialist activities i.e. tasks which are particular to Electoral Service Staff
- Generic NOS in the suite describe activities which overlap with other areas such as management and leadership, and administration

ES5 Provide electoral registration information to those entitled to receive it

Unit Summary

What is the unit about?

Registration information, including the full and edited versions of the electoral register and absent voting lists, should be made available, in appropriate circumstances, to those who are entitled to access and use it e.g. electors, candidates, government departments, the Electoral Commission. This unit covers establishing user requirements, confirming entitlement, and providing information in accordance with statutory requirements.

Who is the unit for?

This unit is appropriate to the work of Electoral Registration Officers, Electoral Administrators and Area Electoral Officers (in Northern Ireland).

Links with other units

This unit links with Units ES3, ES4, ES19 and B23.

Scope of the unit

This unit covers providing the following registration information:

- Electoral register (full and edited)
- Absent voting lists
- Special category electors
- Anonymous electors
- Service voters

This unit covers responding to queries from the following users:

- Electors
- Candidates, agents and political parties
- Government departments
- The Electoral Commission
- Law enforcement agencies
- Credit reference agencies
- Local Authorities
- General public

ES5 Provide electoral registration information to those entitled to receive it

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Outcomes of Effective Performance

Establishing requirements - You must be able to:

1. respond clearly and promptly to queries from potential users of registration information, liaising with colleagues where necessary
2. identify user requirements accurately
3. confirm the entitlement of individuals to access and/or use registration information
4. explain clearly any restrictions that apply to access to, or use of, registration information

Providing registration information – You must be able to:

5. prepare registration information appropriately for users
6. process any payments due from users by:
 - identifying the cost of the registration information to be provided
 - informing users of the amount due
 - receiving payment in an appropriate form
 - processing payments in accordance with organisational and legal requirements
 - conducting the transaction in a manner appropriate to the user and context
7. provide access to registration information to users promptly and in accordance with their level of authorisation
8. provide assistance to users, where required, to enable them to make effective and efficient use of registration information
9. ensure that you comply with relevant copying and access regulations throughout your work

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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 providing electoral information to those entitled to receive it
- K2. your organisational policies and procedures relating to providing electoral information to those entitled to receive it
- K3. your role, responsibilities and authority relating to providing electoral information to those entitled to receive it
- K4. the role, responsibility and authority of others relating to providing electoral information to those entitled to receive it
- K5. the role and importance of accurate and comprehensive electoral information in facilitating the democratic process

Establishing requirements

- K6. how to respond clearly and promptly to queries from potential users; how to identify where it is necessary to liaise with colleagues in order to respond to users
- K7. the importance of establishing user requirements accurately
- K8. how to confirm the entitlement of individuals to access and/or use registration information; the action to take should individuals not be entitled to access/use registration information
- K9. the importance of explaining clearly any restrictions that apply to access to, or use of registration information

Providing registration information

- K10. how to prepare registration information appropriately for users; how this may differ for different types of users and in different contexts
- K11. how to process payments for registration information
- K12. how to provide prompt access to registration information to users in accordance with their level of authorisation
- K13. the types of assistance that users may require in order to make effective and efficient use of registration information
- K14. the importance of complying with all relevant copying and access regulation throughout your work; the potential consequences of not doing so

And now its time
to hear about the
toolkit !!!!!!!!!!!



The Practitioner Toolkit

Aims to:

- Introduce NOS, their uses and benefits
- Introduce the NOS for Electoral Services
- Provide guidance on how to use the NOS
- Indicate useful resources and contacts
- Provide presentation materials



Proposed Content

Using the NOS for:

- Role Profiles
- Job Descriptions
- Recruitment and Selection
- Induction
- Performance Management
- Learning and Development
- Professional Development



Using the NOS to develop Job Descriptions

The NOS can:

- inform the review of existing Job Descriptions
- help with the development of new Job Descriptions
- support the subsequent recruitment, selection, induction, management and development of individuals



Key Steps

1. Determine the overall purpose of the job

2. Identify relevant National Occupational Standards

3. Develop the Job Description

4. Develop the Person Specification

5. Check the Job Description and Person Specification

6. Review the Job Description and Person Specification

Example Job Description (1)

Duties and Responsibilities

1. To assist with the maintenance of electoral registration information (including via efficient and effective canvass and rolling registration procedures) and the provision of related information to customers

ES3: Plan and administer a canvass in order to gather information for the electoral register

ES4: Maintain and update electoral registration information

ES5: Provide electoral registration information to those entitled to receive it

2. To assist with the organisation of all elections and referendums, including:
 - production of statutory documents such as poll cards;
 - the issue, receipt and opening of postal votes; and
 - the nomination of candidates

ES9: Produce election/referendum documents

ES11: Administer the electoral nominations process

ES12: Issue, receive and open postal ballot packs

3. To recruit, train and deploy casual staff (including canvassers, presiding officers, poll clerks and counting assistants)

ES18: Recruit, train and deploy casual staff for electoral services

Example Job Description (2)

4. To help with the retention, access to and disposal of, election documents in accordance with statutory requirements

ES17: Store, manage access to, and dispose of election/referendum documents

5. To contribute to boundary reviews by assisting with the calculation of electorate figures for various proposals and considering appropriate polling arrangements

ES6: Contribute to the review of polling arrangements

6. To adhere to, and implement, the Council's policies on health and safety, equality and diversity

E5: Ensure your own actions reduce risks to health and safety

7. To carry out any other relevant duties and responsibilities as may arise

Relevant NOS Units could include, for example:

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

B23: Maintain and develop an information system

Example Person Specification

Skills, Knowledge and Abilities

ESSENTIAL

- Excellent written and verbal communication skills
- Ability to work as part of a team *[D1: Develop productive working relationships with colleagues]*
- Ability to manage self and own workload *[A1: Manage your own resources]*
- Proficient 'keyboard skills'
- Ability to work accurately under pressure to meet statutory deadlines

DESIRABLE

- Up-to-date knowledge of electoral law and/or electoral procedures *[Ref K&U in ES3, ES4, ES5, ES9, ES11, ES12]*
- Project management skills *[F1: Manage a project]*
- Proficiency in the use of MS Office IT packages, especially Word
- Ability to use an elections software package *[B23: Maintain and develop an information system]*

Next Steps

- Toolkit finalised by the end of October
- Other resources completed, including:
 - Knowledge Bank
 - Mapping between AEA Qualifications and NOS
 - Presentation Materials
- NOS and resources made available online via AEA and Electoral Commission websites

