

Person Specification – CANVASSER SUPERVISOR

Aspect	Requirement	Essential (E) / Desirable (D)
Qualifications	18 years of age or over.	E
	Sound numeracy and literacy skills.	E
	Good standard of education	E
Experience	Experience of electoral registration procedures or election duties.	D
	Experience of working in a customer service environment, preferably face-to-face.	D
	Experience of managing/supervising groups/teams of employees in a professional capacity.	D
	Experience of performance monitoring and finding solutions to overcome problems.	D
Knowledge and Skills	Knowledge of electoral procedures and voter registration eligibility	D
	Good organisation skills and able to manage own workload.	E
	Strong communication and reasoning skills.	E
	Ability to assimilate electoral registration practices/guidelines and advise others on procedures.	E
Personal Qualities	Ability to use own initiative and work with minimal supervision.	E
	Willingness to find solutions and offer assistance to others.	E
	Ability to work under pressure and to tight deadlines.	E
	Strong commitment to customer service and customer care.	E
	Ability to forge strong working relationships with colleagues and supervise effectively.	E
		E

	<p>Awareness of, and sensitivity towards, cultural diversity.</p> <p>Professional and politically neutral manner when representing the Council in a democratic function.</p>	E
Practical Issues	<p>Access to transport (i.e use of own car) to meet geographical requirements of canvass round</p> <p>Access to a mobile phone for health and safety reasons when canvassing.</p> <p>Access to personal email for communication with the office</p>	<p>D</p> <p>E</p> <p>E</p>