Job title: Regulatory Adviser – Advice Service

Directorate: Regulation Directorate

Team: Regulatory Support

Responsible to: Regulatory Support Manager

Overall purpose of the post

To play an integral part of the Electoral Commission’s advice function ensuring that it provides an efficient and informative service to political parties, campaigners, agents and volunteers. The post holder must be confident in dealing with stakeholders by telephone and email and able to develop and maintain good relationships, representing the Commission at relevant meetings. Work could involve contributing to the wider team’s work depending on the individual’s existing experience, and the Commission’s requirements.

Main responsibilities

* To support delivery of the Commission’s advice function. This includes:
* Responding to telephone, and email enquiries from the regulated community.
* Ensuring all enquiries and requests for information receive an accurate, timely and informative response to support them in understanding the political finance laws and how to comply with them.
* Supporting the development of Commission responses to standard enquiries
* Ensure accurate and well organised processing, documenting and record keeping of enquiries.
* Ensuring responses meet the agreed Key Performance Measures.
* Working closely with other teams in the Commission to deliver the highest possible standards of customer service
* To build effective working relationships and maintain an understanding of a wide range of external stakeholders, including political parties and campaigners across the UK.
* To build effective working relationships with internal stakeholders and to liaise with teams across the Commission, acting as a centre of expertise on regulatory matters. This includes providing them with advice and guidance which ensure cross –Commission consistency with other public facing teams.
* To gather evidence and feedback from regulated stakeholders on the effectiveness of the Commission’s service to support delivery and improvement.
* To act as an advocate and champion for the regulated community, developing knowledge on the topics of interest and concern to parties and campaigners, and sharing this knowledge internally.
* To provide general support as required to senior staff such as the relevant line manager, head of team and director.

**Additional details**

The post-holder is responsible for liaising with stakeholders and is required to develop and maintain a high level of technical knowledge and understanding of the roles and responsibilities of parties and campaigners in order to obtain information and be able to provide relevant, timely and accurate advice to support our stakeholders.

The post-holder will be required to identify risks and issues as they occur in order to enable the Commission to provide appropriate resolutions where applicable.

**Key working relationships**

The post-holder will be required to interact with external stakeholders in a timely, professional and appropriate manner.

The post-holder is required to develop and maintain highly functional relationships with Commission colleagues within the directorate and more broadly. In particular they will need to have strong relationships with the Guidance team to ensure that the ongoing development and delivery of electoral guidance is timely and relevant to external stakeholders

### Person specification

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| **Category** | **Requirement** | **Essential or**  **Desirable** |
| Qualifications | Good first degree or equivalent experience | Essential |
| Experience | Experience of working with stakeholders and managing effective relationships  Experience of giving accurate advice or communicating information  Strong organisational skills, including the ability to juggle a number of tasks.  A good working knowledge of electoral legislation  Experience of analysing information, identifying trends and presenting findings | Essential  Desirable  Essential  Desirable  Desirable |
| Knowledge and skills | Excellent written and verbal communication skills  Excellent interpersonal skills  Ability to write for a variety of audiences clearly and succinctly  Ability to research, analyse and summarise complex material for verbal or written delivery  Good time management and planning skills in order to juggle different tasks and prioritise and organise workload effectively.  Ability to build relationships with key stakeholders  Good IT skills | Essential  Essential  Essential  Desirable  Essential  Essential  Essential |
| Personal qualities | Ability to solve problems proactively and use initiative to work out the best solution, using diplomacy and tact.  Committed to, and able to provide, excellent customer service  Excellent attention to detail, thorough and methodical in order to deliver high quality outputs.  Innovative and creative | Essential  Essential  Essential  Essential |