

Job description

Job Title: Support and Information Officer

Directorate: Devolution, Governance and Law

Responsible to: Manager, Northern Ireland

Job Purpose

The Support and Information Officer will play a key role in assisting the Electoral Commission's work in Northern Ireland by providing advice and guidance to voters, electoral administrators, political parties, candidates, agents, and the general public.

The postholder will provide secretarial and financial planning support to the team, assisting the Senior Officer (Political Parties Liaison) with the delivery of party finance activities in Northern Ireland.

In addition, the postholder will also support the Senior Communications and Engagement Officer with tasks such as preparing press releases, managing social media content, coordinating newsletters, and contributing to other communications and engagement initiatives. They will collaborate closely to ensure these activities align with the Commission's broader strategic objectives.

Key Accountabilities

Accountability	%
Public Information	
<ul style="list-style-type: none"> Serve as the primary point of contact for the Commission's public information service in Northern Ireland, managing and responding to queries received via email, phone, and letters within established timeframes, and ensuring all contacts are logged in accordance with Commission procedures. 	20
<ul style="list-style-type: none"> Collaborate with relevant team leads to provide advice and guidance to political parties, candidates, agents, and campaigners, ensuring compliance with legislative requirements and the Commission's guidance. 	15

Secretariat and Administrative Support	
<ul style="list-style-type: none"> • <i>Lead on providing secretariat support to the Northern Ireland Assembly Political Parties Panel, including:</i> <ul style="list-style-type: none"> ○ <i>Issuing invitations for the quarterly Northern Ireland Assembly Political Parties' Panel meetings.</i> ○ <i>Booking venues and drafting meeting agendas.</i> ○ <i>Taking minutes and publishing them on the Commission's website.</i> • <i>Assisting with the processing of electoral observer accreditation applications across the UK during busy electoral events, including:</i> <ul style="list-style-type: none"> ○ <i>Conducting background checks in line with privacy policies.</i> ○ <i>Assisting with the electoral observer scheme such as printing and issuing observer badges and letters.</i> • <i>Provide administrative support to ensure the effective operation of the Commission's Northern Ireland team, including:</i> <ul style="list-style-type: none"> ○ <i>Leading on seminar and event management, both virtually and in person.</i> ○ <i>Supporting the team in fulfilling duties under FOI and Equality legislation.</i> ○ <i>Manage financial transactions, including raising purchase orders through online financial systems, processing payments, and supporting invoice management.</i> ○ <i>Assist with booking travel and accommodation for the Northern Ireland team, while coordinating with relevant departments to ensure necessary facilities, health and safety measures, and IT support are in place.</i> 	<p>15</p> <p>10</p> <p>10</p>
Communications Support	
<ul style="list-style-type: none"> • <i>Assist the Senior Communications and Engagement Officer with drafting and issuing press releases.</i> 	15

<ul style="list-style-type: none"> • <i>Create and manage Northern Ireland-related content for the Commission's website and social media channels, ensuring effective digital engagement.</i> • <i>Coordinate newsletters and other public-facing communications.</i> • <i>Support general communications and engagement tasks to enhance the Commission's outreach efforts.</i> • <i>Actively participate in internal communication opportunities, including attending team and directorate meetings.</i> • <i>Provide support for other projects and activities as directed by line management.</i> 	
Party finance regulation support	
<ul style="list-style-type: none"> • <i>Support the Senior Officer (Political Parties Liaison) in monitoring compliance by political parties, and other regulated entities with legislative requirements in Northern Ireland, including monitoring and recording campaign activity particularly in the run up to electoral events.</i> • <i>Assist with recording and processing statutory returns and notifications submitted by regulated entities in line with Commission procedures.</i> 	15

Key Working Relationships

- *Alongside the Northern Ireland team, the post-holder will work closely with:*
- *Colleagues in External communications, Political Finance and Regulation, Digital Communications and Learning, Electoral Administration and Guidance*
- *Electoral administrators, elected representatives, civil servants and officials*

Person specification, Skills, Experience & Qualifications

Category	Requirement	Essential or Desirable	How to assess?
Qualifications	<i>Educated to A-Level or equivalent Good first degree or equivalent experience.</i>	E D	A

Experience	<i>Experience of providing advice and guidance in a public facing role</i>	E	A
	<i>Experience of using and maintaining information resources (databases, spreadsheets etc.)</i>	E	T
	<i>Experience of event organisation</i>	E	T
	<i>Experience of handling confidential and sensitive information</i>	E	I
	<i>Experience in a relevant field, such as regulation or elections</i>	D	A
	<i>Experience of communications, including press releases, social media management, or newsletter coordination and writing and publishing website content</i>	D	T
Knowledge and skills	Excellent written and verbal communication skills.	E	I
	Excellent interpersonal skills	E	T
	Good time management and planning skills	E	I
	High level of IT literacy, including Outlook, MS Word, Excel, PowerPoint	E	A
	Knowledge of political systems and structures in Northern Ireland and across the UK	D	I
	Knowledge of a range of social media channels and their use	D	I
Other requirements	Exceptional attention to detail, with a thorough and methodical approach.	E	T
	Strong ability to manage multiple tasks and prioritise workload effectively.	E	I
	Adaptable and able to manage changing requirements and business priorities.	E	I
	Proactive in problem-solving, including meeting the needs of diverse stakeholders.	E	I

A-application and CV

I-interview

T-test

Job Description and Person Specification last updated: March 2025 By: Niamh Burns, Senior Communications and Engagement Officer, Northern Ireland