

Job description

Job Title: Senior Regulatory Support Adviser

Directorate: Electoral Administration and Regulation

Responsible to: Regulatory Support Manager

Job Purpose

As a member of our regulatory support team, the postholder will work closely with the regulatory support manager, and the guidance team to provide tailored and targeted support to political parties, campaigners, agents and volunteers. This will ensure they understand the laws relating to party and election finance.

The postholder will design and deliver engagement strategies that raise the profile of our proactive support service to ensure parties and campaigners understand our commitment to providing them with the guidance and resources they need in a way and at a time that works for them.

The postholder will help ensure we deliver a high-quality service – responding to stakeholder enquiries and bringing creativity to our engagement work.

The postholder will be adept at building strong relationships and navigating complex stakeholder networks, and will work to ensure a wide range of stakeholders understand and value the work of the Electoral Commission.

Key Accountabilities

Accountability	%
Lead on designing and facilitating briefing events, webinars, and advice surgeries that provide support on the law, ahead of electoral events, specifically but also throughout the year.	25
Design and deliver engagement strategies that raise the profile of our proactive support service to ensure parties and campaigners understand our commitment to providing them with the guidance	20

and support resources they need in a way and at a time that works for them, irrespective of their size or experience	
To build effective working relationships with key stakeholders – a wide range of political parties and campaigners and represent the Commission at relevant meetings.	15
To gather evidence and feedback from regulated stakeholders on the effectiveness of the Commission's resources, to support delivery and improvement.	10
To work with the Regulatory Support Manager to devise opportunities to increase the Commission's use of digital online portals and technology to support the needs of its stakeholders.	10
To identify areas where proactive support and tools will have the greatest impact on compliance with the laws and ensure we are risk-led and proportionate.	10

Key Working Relationships

The post holder will engage and build effective working relationships with the regulated community, including a number of high-profile stakeholders. They will provide support to parties, non-party campaigners, candidates, agents and volunteers.

They will work closely with internal and external colleagues to provide a high quality service for our key stakeholders.

Person specification, Skills, Experience & Qualifications

Category	Requirement	Essential or Desirable	How to assess?

Qualifications	Educated to a minimum of GCSE/'O' level standard or equivalent or equivalent relevant experience	E	A
Experience	<p>Experience of developing and managing relationships with external stakeholders</p> <p>Committed to and experience of delivering the highest standard of customer service skills, including managing difficult and demanding stakeholders</p> <p>Experience of finding relevant information to resolve queries using a variety of methods including guidance, with close attention to detail and accuracy.</p> <p>Experience of providing information to the public or stakeholders</p> <p>A strong track record of delivering results and commitment to continuous improvement</p> <p>Experience of working in a regulatory environment and with legislation</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>A</p> <p>I</p> <p>A</p> <p>A</p> <p>I</p> <p>A</p>
Knowledge and skills	<p>Strong written communication skills</p> <p>Strong analytical and problem-solving ability, with understanding and ability to manage risk</p> <p>Strong organisational skills including the ability to juggle several different tasks and prioritise and organise workloads effectively</p> <p>Political sensitivity with strong interpersonal and oral communication skills</p> <p>Good level of IT skills including MS Excel, Word, databases and Outlook</p> <p>Familiarity with, and interest in, UK political systems and structures, electoral issues and political parties, and the wider work of the Electoral Commission</p> <p>An understanding of the law relating to party and election finance</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>T</p> <p>T</p> <p>A</p> <p>I</p> <p>A</p> <p>A</p> <p>A</p>

A-application and CV I-interview T-test

Job Description and Person Specification last updated: __/__/____ By: