



# London Borough of Hounslow

## Electoral Registration Canvasser Job Description

**Job Title:** Electoral Registration Canvasser

**Department:** Electoral Services

**Responsible to:** Electoral Registration Officer (ERO)

### Purpose of the post

To assist the Electoral Registration Officer (ERO) with the annual compilation of the Register of Electors. A canvasser is required to deliver up to three forms to properties in their canvass area(s) and make a minimum of three attempts to obtain a completed form from those properties that have not responded by the time of the door-knocking stage (January 2014).

### Main Responsibilities

#### **Door-knocking Stage**

#### **Thursday 9 January 2014 (Lampton Park Conference Centre)**

All canvassers to attend a compulsory 1 hour training session at 12.30pm or 6pm, following which they will be given their paperwork and forms. There will be a £10 training fee for all canvassers attending this training.

#### **Thursday 9 January to noon Monday 27 January 2014**

- Each property must be visited a minimum of three times until a form is completed by the occupant, but a canvasser may carry out more than 3 visits if they wish.
- If after 3 visits a canvasser is unable to obtain a completed form, post the form through the letterbox. They will not receive payment for delivery of this form.
- 40% of forms must be returned to the office by **Wednesday 15 January** and the remainder returned by **12pm on Monday 27 January** at the latest with a minimum of a 50% total return rate across the door-knocking period. Failure to meet these targets may result in dismissal and non payment for work already carried out.
- Return forms to Electoral Services at the Civic Centre on a weekly basis.
- Complete log sheets and any other records relating to visits made including access issues and the identification of any new or empty properties.



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## General

- To ensure that confidentiality is respected and maintained at all times and to use the canvass register for the delivery of canvass forms only
- Keep canvass forms and other records containing personal data secure at all times.
- To work co-operatively with colleagues within Electoral Services and across the organisation.
- To act as an ambassador for the council and be polite and courteous at all times when dealing with members of the public.
- To comply with any procedures and policies outlined by the Electoral Registration Officer relating to equal opportunities and recognising diversity in the completion of the role.
- Accurately maintaining any clerical records
- To perform any other duty as directed by the ERO.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change.

## Canvasser Pay Scale

Fees payable for the work are as follows:

### **Door-knocking**

50–59% of forms for a canvass area returned to the office completed = £1.60 per form

60-69% of forms for a canvass area returned to the office completed = £1.70 per form

70-79% of forms for a canvass area returned to the office completed = £1.80 per form

80-89% of forms for a canvass area returned to the office completed = £1.90 per form

90-100% of forms for a canvass area returned to the office completed = £2.00 per form

- Payment may not be made if a canvassers does not return a minimum of 40% of the forms to the office by Wednesday 15 January 2014 and if they do not



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return a total of 50% of forms to the office by the end of the whole door-knocking period (noon on 27 January 2014)

- If a canvasser is responsible for canvassing more than one area, the pay for each area will be calculated separately according to the percentage of forms returned for that area.
- We are unable to pay a canvasser for any forms returned by internet, post, SMS or telephone during the door-knocking period. However, once a canvasser has returned all their forms to the office at the end of the door-knocking stage we will add any such returns to the percentage of forms they returned to the office which may increase their return rate and thus the rate of pay they receive per form they returned to the office.
- Payment for this stage will be based on the number of fully completed forms a canvasser returns to us. To qualify for payment the form must include the signature of the householder completing the form and in the case of any eligible electors in the household their names and nationalities and where there are no eligible electors the reason for their ineligibility. Any forms not fully completed have to be returned to the householder and no payment will be made in those cases. We will be carrying out spot checks on the forms that canvassers return.

### **Performance management**

- Canvassers are expected to adhere fully to the instructions and timescales provided by the ERO and if their work is not carried out according to the instructions provided their employment as a canvasser may be terminated, they may not receive any payment for work already carried out, or they may have a proportion of their payment deducted from their fees.
- An appeal process exists should a canvasser wish to appeal a decision to apply a penalty on them for failure to adhere to instructions and timescales outlined by the ERO.



**Electoral Registration Canvasser Person Specification**

<b><u>Aspect</u></b>	<b><u>Detailed requirement</u></b>	<b><u>Essential Or Desirable</u></b>
Qualifications	Basic numeracy and literacy skills	E
Experience	Experience of electoral registration procedures, electoral registration canvassing or election duties	D
	Experience of working in a customer service environment	D
Knowledge and skills	Ability to meet deadlines	E
	Basic written communication skills	E
	Well developed oral communication skills, including an ability to effectively communicate with members of the public	E
	The ability to build and maintain constructive relationships with internal and external colleagues	E
	Basic organisational skills	E
Personal qualities	Ability to use tact when dealing with the public	E
	Ability to work independently, with a commitment and ability to work on your own initiative	E
	A commitment to equality and diversity	E
Issues	Access to a mobile phone is desirable for Health & Safety reasons as canvassing involves lone working	E
	Available to work evenings and weekends throughout the period of appointment	E
	Access to transport, if necessary to meet the geographic requirements of this post. If personal or hire car is used, it must be insured for business purposes	E