

SFJES19

Establish, maintain and develop effective working relationships with stakeholders in electoral services



Overview

Working effectively with others - whether they are managers, colleagues, suppliers etc - is a key part of everyone's job. Whilst the more general aspects of this are covered within Unit D1 and D2 (from Management and Leadership), this unit focuses specifically on those stakeholders with whom you may come into contact as part of your work in electoral services e.g. elected representatives, candidates and electors. In particular, it emphasises the importance of demonstrating a political sensitivity in dealings with stakeholders, and maintaining an appropriate balance between openness and confidentiality.

Target Group

This unit is appropriate to the work of both permanent and casual members of the electoral services team who interact and deal with stakeholders, such as elected representatives and members of the local community, in the course of their work.

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Performance criteria

Relating to stakeholders

You must be able to:

- P1 present yourself to stakeholders in a way that provides a positive image of your department/organisation
- P2 deal with stakeholders in a courteous and helpful manner
- P3 provide stakeholders with the information and support they need to participate in relevant democratic activities
- P4 communicate with stakeholders clearly, accurately and in a way that is appropriate to their needs
- P5 observe requirements for openness and confidentiality
- P6 show political sensitivity in all situations involving stakeholders
- P7 try to solve problems for stakeholders in a way that is consistent with your own responsibilities and organisational policy, seeking assistance from others when necessary
- P8 remain calm and professional when dealing with stakeholders who are angry or distressed
- P9 represent organisational policy, but not political views, in all dealings with stakeholders

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Knowledge and understanding

You need to know and understand:

Legislation, policy and practice

- K1 relevant legislation, codes of practice and guidance relating to relationships with stakeholders
- K2 your organisational and policies and procedures relating to relationships with stakeholders
- K3 the range of stakeholders with whom you are likely to establish working relationships
- K4 your role, and the role of others, in establishing working relationships with stakeholders
- K5 the importance of being confident and assertive in your communication with stakeholders

Relating to stakeholders

You need to know and understand:

- K6 the ways in which you can present a positive image of your department/organisation through your own appearance and behaviour
- K7 the importance of being courteous and helpful in your dealings with stakeholders
- K8 the types of support and information that stakeholders may need when they wish to participate in local democratic activities; the ways in which support and information can be delivered
- K9 the different types of communication difficulties that you may encounter when dealing with stakeholders and how to overcome these
- K10 issues of confidentiality and openness when dealing with stakeholders; situations in which information must be given and situations in which information should be restricted
- K11 the types of political pressure that you may experience and how to deal with this
- K12 the situations in which political sensitivity may be important and how to demonstrate this
- K13 the limits of your own role and competence when it comes to solving problems on behalf of stakeholders
- K14 why it is important not to show your own political affiliations and to prevent your own political views influencing your relationship with stakeholders

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Additional Information

Scope/range related to performance criteria

Stakeholders will include:

- 1 Elected representatives
- 2 Candidates and their agents
- 3 Political parties
- 4 Government departments
- 5 Electors
- 6 Members of the local community (e.g. community groups, media, local businesses)
- 7 The Electoral Commission
- 8 Representatives of other organisations (e.g. Local Authorities)
- 9 Credit reference agencies
- 10 Courts service

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Links to other NOS

- 1 D1 – Develop productive working relationships with colleagues
- 2 D2 – Develop productive working relationships with colleagues and stakeholders

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Developed by Skills for Justice

Version number 2

Date approved January 2012

Indicative review date December 2016

Validity Current

Status Original

Originating organisation Skills for Justice

Original URN SFJES19

Relevant occupations Administration; Government and Related Organisations

Suite Electoral Services

Key words Relationships; elected representatives; candidates; electors
