### Role Description

**Job title: Count Centre Director**

**Count Centre: Alexandra Palace, Excel Centre, Olympia**

**Shifts required:**

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| --- | --- | --- | --- | --- | --- |
| **Set-up 1** | **Set-up 2** | **Ballot Box Arrival** | **Count Shift 1** | **Count Shift 2** | **De-rig** |
| Wed 6 May  | Thu 7 May  | Thu 7 May  | Fri 8 May 16 | Fri 8 May 16 | Sat 9 May 16 |
| 08:00-21:00hrs | 08:00-23:00hrs | 22:00-08:00hrs | 06:00-19:00hrs | 17:00-03:00hrs | 02:00-13:00hrs |
| **Yes** | **Yes** | **Yes** | **Yes** | **Yes** | **Yes** |

**Shift description:**

* There will be one Director for each count centre.
* The Director will be required to attend the count centre between 08:00 on 6 May 2020 to 13:00 on 9 May 2020.
* It will be the responsibility of the Director to prioritise their attendance at the count centre and to decide when they need to be there and when they can stand down and rest.

#### Job purpose

The Venue Director is the representative of the Greater London Returning Officer (GLRO) and GLA at the count centre. They are the first point of contact for Constituency Returning Officers (CROs) and provide the liaison between CROs and the GLRO. They are responsible for managing GLA staff at the venue and have overall responsibility for the logistics of the count centre from build, through the operation of count, to de-rig.

The Director works closely with the Operations Manager to ensure the smooth running of the whole process from build to derig and makes decisions on any issues escalated to them by the Operations Manager.

#### Principal tasks – build-up to the election/count

1. Oversee that all GLA staff allocated to the venue are trained and prepared for their roles.
2. Ensure that arrangements for access to the venue are in place and make any decisions required regarding accreditation and security.
3. Ensure that arrangements are in place for producing information material for the venue, including the count staff guide, visitors guide, media pack and any signage required.
4. In liaison with Facilities Management, the Operations Manager and the chosen contractor ensure that plans are in place for the provision, set up, de-rig and removal of count centre furniture and equipment, and the provision of other support as set out in the specification for the contract for the set-up, operational support and de-rig of the count centres.
5. Maintain an overview of any issues arising relating to the planning of set-up, operation and de-rig of the count centre as they are reported by the Operations Manager and resolve any issues escalated by the Operations Manager that they cannot resolve.
6. Develop procedures for maintaining the budget available to the Venue Director for urgent unanticipated/unplanned items during build, operation and de-rig.
7. Keep a record of activity during the build-up, including incidents, issues and lessons learnt.
8. Liaise with Facilities Management regarding the development of contingency plans for the count centre, including whether it should become unavailable during the build, operation and de-rig.
9. Develop arrangements for health and safety and fire briefings at the count centre during build, operation and de-rig.
10. Develop an understanding of the role of the CRO and of their responsibilities as owner in law of the constituency count.
11. Build relationships with key constituency staff, including via meetings with CROs and attendance at ecounting training.
12. Build relationships with key contractors, including via attendance at ecounting training.

#### Principal tasks – during the election/count

#### Manage GLA staff at the venue.

1. Oversee logistics on the days that the count centre is open, and maintain an oversight of all aspects of the build, operation and de-rig, providing support to the Operations Manager if required.
2. Be responsible for the governance arrangements of the count centre and ensure, in liaison with the CRO, that the correct procedures and particularly those in relation to the logistics of the count are followed.
3. Have an oversight of access arrangements throughout the process and make decisions regarding access and security as required.
4. Control the budget available for urgent unanticipated/unplanned items during build, operation and de-rig, making and recording payments as required.
5. Maintain records during build, operation and de-rig of activity, including incidents, issues and lessons learnt.
6. Implement any contingency plans developed for the venue if required.
7. Ensure that health and safety and fire briefings are delivered at the count centre during build, operation and de-rig as planned.
8. Act as the first point of GLA contact for CROs and as the liaison between the CROs and the GLRO.
9. Act as the first point of GLA contact at the count centre for contractors.
10. Ensure the smooth handover of the count from contractors to the CROs following the conclusion of build.
11. Be assured that the zero reports are run
12. Ensure that the handover of the end of count data from contractors to CROs/Central site has taken place.

**Accountable to:** the Deputy Greater London Returning Officer

**Accountable for: tbc but may include**

* + - * Operations Manager
			* Support Officer to Venue Director
			* Press Officer

#### Key activities by day

Wednesday 6 May 2020 – 08:00 to 20:00 – count centre opens and build commences

* Electrical distribution in place.
* Furniture delivery and installation.
* Supplier equipment arrives and build starts.
* Venue Director’s office is available.

Thursday 7 May 2020 – 08:00 to 24:00

* Supplier finish build and test.
* Sign off and handover to constituencies (CRO or representative) in late afternoon.
* Health and safety check and sign off.

Friday 8 May 2020

* Ballot boxes arrive – any time after close of polls, usually between 24:00 and 03:00
* GLA and borough count staff arrive – 07:30 (approximately).
* Accreditation, issue of smart cards, breakfast and venue briefing.
* Zero report run.
* Count commences by 08:45.
* Communication with GLRO and staff at central venue (City Hall).
* Announcements at venue by CRO of constituency results.
* Announcement at City Hall of Assembly List Members and Mayor.

Saturday 9 May 2020

Venue de-rig.

**Person specification**

**Behavioural competencies**

**BUILDING AND MANAGING RELATIONSHIPS**

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

**Level 4**

* Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
* Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
* Actively challenges and addresses ‘silo attitudes’ to encourage effective relationship building inside and outside the GLA
* Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
* Identifies clear win-win situations with external partners

**COMMUNICATING AND INFLUENCING**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

**Level 4**

* Articulates self with credibility and conviction, encouraging buy-in to corporate position
* Influences the thinking of other organisations, encouraging them to deliver in line with the GLA
* Ensures that the organisation communicates inclusively with staff and external stakeholders
* Acts as a credible and convincing spokesperson and negotiator for the GLA
* Instils a corporate commitment to accessible communication

**DECISION MAKING**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

**Level 3**

* Makes sound decisions quickly on behalf of the GLA when a situation requires intervention
* Takes responsibility for team decisions, providing rationale when those decisions are questioned
* Involves senior stakeholders early in decisions that impact them
* Analyses organisational risks associated with decisions, including those with long term impacts, before committing to action
* Encourages others in the team to make decisions in their own area of expertise, take appropriate risks and learn from experience

**PLANNING AND ORGANISING**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

**Level 4**

* Takes accountability for monitoring delivery of the GLA’s commitments
* Uses quality assurance processes across the organisation as a feedback mechanism to improve performance
* Takes responsibility for ensuring tools and techniques are available for the effective management of programmes
* Realigns GLA objectives to respond to changing external and internal agendas
* Uses feedback from all sectors as a performance measure for GLA work

**PROBLEM SOLVING**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

**Level 4**

* Seeks multiple perspectives to understand the breadth and depth of complex issues
* Produces strategies to solve organisation-wide problems, considering the practical and political concerns associated with the implementation of solutions
* Enables the GLA to continuously improve and innovate in the long term
* Problem solves jointly with others to stimulate innovation
* Turns ambiguous or difficult situations into opportunities

**RESPONSIBLE USE OF RESOURCES**

… is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

**Level 3**

* Allocates financial and people resources efficiently to maximise value for team and wider organisation
* Thinks in terms of maximum efficiency when planning resource allocation
* Implements good practice on efficient use of resources
* Monitors financial performance and efficiency of own team, ensuring delivery of work within budget
* Negotiates and manages contracts responsibly across a diverse supplier base

**ORGANISATIONAL AWARENESS**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

**Level 4**

* Focuses on the needs of Londoners, promoting organisational awareness of how they impact GLA priorities
* Anticipates and responds appropriately and professionally to political pressure, inspiring confidence and trust from politicians
* Shapes senior stakeholders’ perceptions of the GLA, using their influence to support the GLA agenda
* Influences Londoners’ perceptions of the GLA, using the Media where appropriate
* Leads the organisation by setting the highest standard in upholding integrity and ethical behaviour

**RESPONDING TO PRESSURE AND CHANGE**

… is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

**Level 4**

* Demonstrates resilience in the face of challenge from staff, media and partner organisations
* Promotes the GLA as a flexible organisation, responding to the changing needs of Londoners
* Shows positivity in the face of external pressure, minimising negative impact
* Drives a culture of continuous improvement
* Sets the direction for organisational development and ensures effective communication of change initiatives