

## **Performance Standards**

There are performance standards for Poll Clerks, Counting Assistants and Postal Vote staff and an additional standard for Presiding Officers. The standards are as follows:

- **Punctuality**  
Clear instructions are given to all elections staff on the time they are expected to begin their duties. Late arrival at the polling station, count venue or at a postal vote opening session is therefore not acceptable.
- **Customer Care**  
Electors, candidates and agents have the right to expect the highest quality of customer care when visiting the polling station or attending the count. Elections staff should ensure that they are polite at all times, wear the identity badge provided, respect the confidentiality of the poll and avoid doing anything that would make the public doubt their motives or integrity as an employee of the Returning Officer.
- **Knowledge of Procedures – Polling Station Staff**  
Polling Station staff should ensure that they are familiar with the tasks and responsibilities of their role. They must complete the Online Learning Modules and must also have read the handbook at each election. They must be able to apply their training on polling day.
- **Supervision of Staff (Presiding Officers only)**  
All staff in managerial roles are responsible for the conduct of the staff working at the polling station. They are also responsible for ensuring that their staff understand and are following the correct procedure. In addition, staff in managerial roles are responsible for assessing the performance of staff allocated to them – including staff competency and abilities, and for communicating those assessments to the Electoral Services team.

Any member of staff who does not meet these performance standards may have their employment terminated and may not be offered a role in future elections. The Presiding Officer or Team Supervisor will assess any staff under their remit on their performance during the election.