

POSITION DESCRIPTION

POSITION DETAILS
Position Title: Senior Office Assistant (SOA)
Reports to: NSW Electoral Commission (NSWEC)
Location: Various locations throughout the State
Positions reporting to this position: Office Assistants

Primary purpose of the position

To assist Returning Officers (ROs) in the performance of their duties at the time of an election. Senior Office Assistants (SOAs) need to support ROs in the management of elections working to a strict timetable and in accordance with the legislative requirements and directions from the NSWEC. SOA support is critical to the success of the RO in achieving work objectives. SOAs undertake tasks associated with:

- staff appointments & training
- liaison with the general public and candidates
- early voting
- establishing polling places
- Election Day and post election processes.

Key challenges and influences

- Assist the RO in the management of the election in a complex legislative environment.
- Ensure that the NSWEC procedures & processes are followed and identify any real and potential matters of concern to the RO.
- Assist the RO in the management of a team both in the RO office and on Election Day.
- Elections are conducted in a highly scrutinised environment and engage a large proportion of the general public who are from diverse backgrounds. Given this, it is essential that SOAs respond on behalf of the RO to many enquiries and delicate issues tactfully, professionally and in a timely manner.
- Assist the RO in managing the many tasks required, concurrently to a strict timetable, in a high volume work environment and with a high degree of accuracy under a considerable degree of scrutiny from candidates, scrutineers, media & electors.

Key outcomes / accountabilities

- Assist in the management of a small to medium size team of clerical staff in the RO office, in order to complete key election tasks.
- Contribute to the management of different work functions within the RO office.
- Communicate instructions clearly to staff to ensure tasks are completed in accordance with NSWEC guidelines.
- In conjunction with the RO, undertake components of the polling place manager training.
- Make administrative & resourcing arrangements for voting centres.

Cultural capabilities

In performing this role, you will be expected to demonstrate the following capabilities to the desired level, where 5 is the highest level and 1 is the lowest. Please read the SOA Job Pack to gain an understanding of these capabilities. You do not need to address these capabilities in your application.

Customer Focus - Level 2

- Keeps the customer (internal and/or external) as the focal point of all activity. Strives to address customer needs and concerns. Helps customers achieve their goals through the application of own skills, behaviours and knowledge.

Cultural Awareness - Level 2

- Demonstrates an understanding and appreciation of cultural differences and diversity in the workplace. Delivers successful outcomes by developing teams with a diversity of skills, experience and background

Teamwork - Level 3

- Works within a team environment, cooperates with others and considers the needs of others. Helps others within the team to achieve team objectives.

Taking Ownership - Level 2-3

- Believes in one's own capability to accomplish a task and selects effective approaches to tasks or problems. Is proactive in managing one's own time, initiates change, and builds an understanding of the internal and

external environment in order to deliver work in a highly effective and professional manner.

Building Strategic Partnerships - Level 1-2

- Networks with both internal and external parties in order to build an in-depth understanding of key stakeholders and the Commission. Fosters effective professional networks and relationships to support the achievement of organisational goals

SELECTION CRITERIA

- Please specifically address each of the following Selection Criteria (1-5) in your application.
- Please keep your answers succinct and use examples where relevant. In your online application, you are permitted to include attachments.
- To understand what behaviours are required for each Selection Criteria, please read the SOA Job Pack.
- If successful in this role, your job performance will be assessed against these behaviours.

1. Leadership & Management

Create a sense of need to achieve the Commission's goals and vision through planning, managing performance, motivating people and role modelling desired behaviours.

2. Project (& Task) Management

Participate in and lead successful projects, using strong communication and organisational skills to balance conflicting priorities and manage resources.

3. Communication

Listen, interpret and convey information in a clear and accurate manner. Deliver timely information using the most appropriate method of communication.

4. Analytical Thinking & Problem Solving

Identify and analyse situations or issues and consider options for solutions. Decide upon, implement and monitor the appropriate solution(s).

5. Technology

Operate computer hardware and software, departmental systems & electronic equipment effectively.

CERTIFICATION

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Commissioner	Date:	Director, Elections Branch	Date:
.....////////
Occupant:	Date:	Human Resources Manager: ...	Date