

COUNCIL COUNT MANAGER - JOB PACK

This document provides further detail about the position of Council Count Manager for the NSW Electoral Commission. Please read this document to gain a detailed understanding of:

A: Selection Criteria capabilities (page 1-2)

- Under NSW Government recruitment, detailed descriptions are given for each Selection Criteria to help applicants understand the expected requirements for the position.
- For each Selection Criteria, you can see what behaviours you will need to demonstrate. These are assessed at specific levels, where 5 is the highest and 1 is the lowest. For example:

Selection Criteria 4: Analytical thinking & problem solving

Behavioural criteria: Breaks problems into simple lists of tasks or activities

Level: 1

- If successful in obtaining the position, your job performance will be measured against these behaviours.

B: Organisational cultural capabilities (page 3)

Organisational Culture defines those capabilities which are common to all jobs in the NSW Public Sector. These are the things that define us as a group of people working together to deliver better outcomes for the people of NSW.

You do not need to address these cultural capabilities in your application, however it is expected you possess these capabilities and are able to apply them in undertaking the role.

A: Selection Criteria capabilities

1. Communication - Level 1 Listens, interprets and conveys information in a clear and accurate manner; provides timely delivery of information and selects the most appropriate method of communication.	
Utilises Written Communication Effectively	<ul style="list-style-type: none"> • Uses appropriate templates, forms and formats for job role • Uses clear, concise & grammatically correct language • Treats sensitive information appropriately when drafting documents/completing forms
Communicates Verbally	<ul style="list-style-type: none"> ▪ Speaks clearly and concisely when explaining information and actively listens to responses ▪ Gains required skills and knowledge of own work to give and receive basic information ▪ Uses a polite and considerate manner when dealing with others and demonstrates empathy when required. ▪ Clearly conveys decisions to clients and team members.
2. Analytical Thinking & Problem Solving - Level 1 Identify and analyse situations or issues and consider options for solutions. Decide upon, implement and monitor the appropriate solution(s).	
Solves problems	<ul style="list-style-type: none"> ▪ Resolves problems where the solutions are clear-cut and are selected from

	<p>a defined set of closely specified options.</p> <ul style="list-style-type: none"> ▪ Seeks guidance if solution is not obtained ▪ Applies basic understanding of processes and practices to simple problems arising in own work and applies these to finding solutions ▪ Knows when to make decisions independently, and when to gain the input of others before making decisions.
Demonstrates a system perspective	<ul style="list-style-type: none"> ▪ Focuses on understanding the immediate system of work and sees how processes fit together
Thinks strategically	<ul style="list-style-type: none"> ▪ Uses simple rules and common sense to identify issues ▪ Contributes ideas and perspectives ▪ Possesses knowledge of the business unit objectives.
<p>3. Technical leadership - Level 1 Applies and improves specialised technical knowledge, skills and judgement to achieve outcomes.</p>	
Knows role and organisation	<ul style="list-style-type: none"> ▪ Ability to understand the importance of their role within an election context ▪ Demonstrates an understanding of own work area ▪ Demonstrates an understanding of what is expected of them and how their work affects other team members and the end election results ▪ Understands technical/procedural aspects of one's job.
Occupational/professional knowledge	<ul style="list-style-type: none"> ▪ Understands and utilises work instructions, procedures and documentation in own area to meet expected standards.
Applies professional expertise	<ul style="list-style-type: none"> ▪ Uses professional knowledge to produce required results ▪ Follows procedures and understands and interprets instructions
<p>4. Client Engagement - Level 1 Identifies and anticipates the needs of clients, delivers services that meet and exceed client expectations and commits to continuous improvement in planning, process and services.</p>	
Understands customer needs	<ul style="list-style-type: none"> ▪ Demonstrates an awareness of who the customers are both internally and/or externally ▪ Actively listens to customers to identify their needs and checks that customer needs have been met.
Ensures quality service delivery	<ul style="list-style-type: none"> ▪ Understands the level of service required of their role ▪ Follows established procedures and guidelines for customer service ▪ Is committed to meeting customer needs and keeps customer needs as the primary focus and responds to client queries in a polite manner even under situations of high pressure.
Resolves issues	<ul style="list-style-type: none"> ▪ Models appropriate and effective behaviour when in conflict situations.
Strives for continuous improvement	<ul style="list-style-type: none"> ▪ Aims to provide the best service possible in own work ▪ Readily accepts feedback on own performance and seeks to improve service activities.
Demonstrates professional empathy	<ul style="list-style-type: none"> ▪ Demonstrates an awareness of the needs of both colleagues and clients and applies an awareness of these needs in undertaking job role.

B: Organisational cultural capabilities

Customer Focus: Keeps the customer (both internal & external) as the focal point of all activity; strives to address customer needs & concerns; helps customers (and business partners) achieve their goals through the application of own skills, behaviours and knowledge. *(Level 2)*

Demonstrates Service Orientation

- Interprets customer needs in providing quality customer service
- Focuses on customer satisfaction
- Actively listens and asks questions to understand customer expectations and priorities
- Builds trust with customers by being honest

Demonstrates Responsiveness

- Maintains quality of service despite time constraints

Cultural Awareness: Demonstrates an understanding and appreciation of cultural differences and diversity in the workplace, works to include all team members and delivers successful outcomes by developing teams with a diversity of skills, experience and background. *(Level 1/2)*

Is Culturally aware

- Values workplace and customer diversity & the perspective of individuals, such as those of different cultural background, gender and/or skill level
- Acknowledges a range of cultures in a diverse team and in others

Teamwork: Works within a team environment, cooperates with others, considers the needs of others, and helps others within the team to achieve team objectives. *(Level 1)*

Demonstrates commitment to the team

- Demonstrates an understanding of the need for teamwork, and how individual work impacts on that of others
- Participates as a team member to combine efforts with other team members to attain expected work outcomes

Treats others fairly & equitably

- Demonstrates a general understanding of fairness & equity issues and performs work activities consistent with equity related processes and procedures

Resolves conflict

- Gains knowledge of techniques to address conflict and follows documented procedures
- Maintains a calm professional approach in conflict situations and refers to a supervisor where appropriate
- Knows when to withdraw from a conflict situation.

Taking Ownership: 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. *(Level 1/2)*

Understands Operational Environment

- Gains an understanding of departmental/agency processes and local work area objectives
- Shows an understanding of the occupational health & safety hazards and requirements of the work performed
- Demonstrates a general awareness of OH & S issues, programs and procedures, and performs work activities in a manner consistent with safe procedures

Acts with Integrity

- Acts in the best interests of the Department/Agency
- Treats all stakeholders, customers and colleagues positively, without bias or preference
- Accepts the consequences of own behaviour and words at all times

Building Strategic Partnerships: Networks with both internal & external parties in order to build an in-depth understanding of government structure & key stakeholders, and to foster effective professional networks & relationships to support the achievement of organisational goals. *(Level 1)*

Understands Government Structure & Key Stakeholders

- Demonstrates a basic knowledge and understanding of the formal Department's/Agency's and government structure, and the wider community.

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