

ELECTION OFFICIALS - JOB PACK

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

A: Selection Criteria capabilities (page 2-3)

- 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 4-5)

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 will be able to apply them in undertaking the role.

A: Selection Criteria capabilities

1. Communication	
Listens, interprets and conveys information in a clear and accurate manner; provides timely delivery of information and selects the most appropriate method of communication.	
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; ▪ Reviews own verbal communication efforts and clearly conveys decisions affective clients and team members and demonstrates empathy.
2. Technical leadership	
Applies and improves specialised technical knowledge, skills and judgement to achieve outcomes.	
Knows role and organisation	<ul style="list-style-type: none"> ▪ Demonstrates an understanding of own work area

	<ul style="list-style-type: none"> ▪ 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
3. Client Engagement 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	
Understands Customer Needs	<ul style="list-style-type: none"> • Demonstrates an awareness of who the customers are both internally and externally • Actively listens to customers to identify their needs and checks that the customers 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 • Keeps customer needs as primary focus and responds to client queries in a polite manner even under situations of high pressure • Understands service delivery standards and aims.
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
Demonstrates Service Orientation <ul style="list-style-type: none"> • Demonstrates an awareness of who the internal and external customers are, and the type and level of service required • Approaches work with enthusiasm and commitment Demonstrates Responsiveness <ul style="list-style-type: none"> • Strives to meet agreed timelines and delivers on promises

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.

Is Culturally aware

- Treats people with respect & courtesy
- 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.

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 and 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

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.

Plans & Organises

- Performs work under established guidelines and procedures
- Takes an organised and methodical approach to work
- Discusses and agrees work program accuracy and timeliness with supervisor
- Addresses priority tasks first
- Regularly plans and tracks progress on work tasks
- Acts to improve planning and organisational work skills applied to own work

Initiates Change

- Demonstrates an openness to variations in the range or work performed

Understands Operational Environment

- Seeks information and instructions to carry out own tasks from supervisors and colleagues
- Gains an understanding of the Commission's work processes and local work area objectives
- Shows an understanding of the OH & S 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 Proactively

- Recognises and acts upon current opportunities
- Actively seeks out information and advice for personal development and to solve problems
- Demonstrates a willingness to learn new methods, procedures and systems

Acts with Integrity

- Demonstrates openness and honesty in dealing with others
- Refuses to be party to unethical behaviour
- Conveys interest in what others have to say by acknowledging their perspectives and ideas
- Speaks out in instances where it is the right thing to do even if others disagree

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.

Understands Government Structure & Key Stakeholders

- Demonstrates a basic knowledge and understanding of the Commission's and overall Government structure, and the wider community

Builds Relationships and Networks

- Builds relationships and maintains rapport with colleagues
- Routinely uses own network of contacts to aid the pursuit of work goals