

POSITION DESCRIPTION

POSITION DETAILS

Position Title: Office Assistant (OA)

Reports to: NSW Electoral Commission (NSWEC)

Location: Various locations throughout the State

Positions reporting to this position: Nil

Primary purpose of the position

Office Assistants (OAs) are employed by the Returning Officer at the time of an election to assist in the successful and professional conduct of the election. OAs are responsible for providing administrative and clerical support to the Returning Officer and contributing to the efficient operations of the office throughout the period of the election.

Key challenges and influences

- Provide a diverse range of administrative and clerical support services in a highly complex mission critical environment.
- Balance a number of competing tasks that must be completed with a high degree of accuracy within strict timeframes.
- Consistently achieve a high level of customer service, while responding to enquiries from the public and stakeholders from diverse backgrounds.
- Keep the NSWEC Election Management Application (EMA) database up to date and ensure all information is entered consistently and accurately
- Comply in a professional manner with the requirements and procedures as set down by the NSWEC.
- Communicate effectively with staff at all levels.
- Maintain confidentiality and discretion.

Key outcomes / accountabilities

- Provide administrative and clerical support to the Returning Officer.
- Respond to enquiries from the public and other stakeholders and supply general information relating to aspects of the election process.
- Issue pre-poll votes, process postal vote certificates and visit declared institutions to issue votes.
- Pack polling place material for distribution to polling place managers.
- Count ballot papers & data entry of various information into EMA.
- Be committed to facilitating accessibility requirements of electors with a disability.
- Be aware and comply with Occupational Health & Safety policies & practices and contribute to the identification and control of OH&S risks and/or hazards in the workplace
- Maintain an awareness of Equal Employment Opportunity policies and an understanding of cultural diversity and a commitment to ethical conduct and standards of practice.

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 OA Job Pack to gain an understanding of these capabilities. You do not need to address these capabilities in your application.

Customer Focus - Level 1

- 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 1

- 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 1

- 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 1

- 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

- 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 (1-3) 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 OA Job Pack.
- If successful in this role, your job performance will be assessed against these behaviours.

1. Communication

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

2. Analytical Thinking & Problem Solving

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

3. Technology

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

CERTIFICATION

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Commissioner Date:

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Director, Elections Branch Date:

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Occupant: Date:

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Human Resources Manager: ... Date