

# Role Description

## Voting Centre Manager



SE. 155

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|---------------------------|--|
| Department/Agency         | NSW Electoral Commission   |
| Division/Unit             | Elections  |
| Role number               | NA   |
| Classification/Grade/Band | Casual   |
| ANZSCO Code               | 139999   |
| PCAT Code                 | n/a  |
| Date of Approval          | May 2018   |
| Agency Website            | <a href="http://www.elections.nsw.gov.au/">www.elections.nsw.gov.au/</a> |

### Agency overview

The New South Wales Electoral Commission exists to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales.

Our vision is to maintain confidence in the integrity of the democratic process and make it easy for people to understand and participate.

Our work includes:

- running elections
- communicating with and engaging the public
- providing trusted processes for political participants (including candidates, parties, donors, third-party campaigners, lobbyists and associated entities) to comply with their legal obligations, and regulating their compliance
- supporting transparency by overseeing and publishing disclosures of political donations and expenditure and registers of political parties, candidates, agents, third-party campaigners, political lobbyists and associated entities; advising on and advocating for improvements to legislation
- investigating possible offences and enforcing electoral laws.

Responsibility for these functions is divided under legislation between the 3-member NSW Electoral Commission (an independent statutory body) and the NSW Electoral Commissioner (an independent statutory officer). Our staff are employed in the NSW Public Service under the *Government Sector Employment Act 2013*. The head of our staff agency is the NSW Electoral Commissioner, who is also an *ex officio* member of the NSW Electoral Commission.

The NSW Electoral Commission and Electoral Commissioner exercise their functions independently and are accountable to the NSW Parliament, through its Joint Standing Committee on Electoral Matters, with respect to the administration of elections and the regulation and enforcement of electoral and lobbying laws.

Our four Divisions - Elections, Funding, Disclosure, Compliance and General Counsel, Information Services and Corporate - collaborate closely, to enable us to deliver end-to-end democratic processes and effective engagement with our stakeholders and audiences. Our strong and positive working culture is reflected in our organisational behaviours - Collaborative, Customer-centred; Solution focused, Transparent and Responsive - and anchored in the NSW Public Service values of Integrity, Trust, Service and Accountability

### Primary purpose of the role

The Voting Centre Manager is responsible for managing the voting centre and providing voting services including counting of ballot papers for the election.

The role is responsible for managing the relationship with stakeholders, set up of the voting centre, management of the election process and decommission of the voting centre. The role supervises election officials who are employed on election day to ensure the effective conduct of the election.

## Key accountabilities

- Undertake key election operational activities in accordance with processes and procedures.
- Ensure accurate record keeping and reconciliation and timely communication of results on election night.
- Plan and prioritise work activities to pro-actively manage competing deadlines.
- Monitor the progress of key election activities and escalate any concerns or issues.
- Provide high quality customer service to stakeholders in a professional manner.
- Act with integrity, impartiality and transparency in the conduct of the election.

## Key challenges

- Supervise, induct and support staff in completion of multiple tasks concurrently to a strict timetable, in a high volume work environment.
- Ensure the work health and safety of election officials, who work extended hours undertaking repetitive tasks on election day.
- Ensure security of ballot papers, the electoral roll, personal information and other electoral materials at the voting centre.
- Respond to enquiries from a diverse range of stakeholders in a professional and timely manner.
- Maintain a high degree of accuracy in the completion of tasks, whilst maintaining confidential information.

## Key relationships

### Internal

| Who                      | Why   |
|--------------------------|---|
| Election Manager         | <ul style="list-style-type: none"> <li>• Receive training, escalate issues, seek advice and receive instructions to ensure effective operation of voting centre.</li> </ul> |
| Senior Office Assistants | <ul style="list-style-type: none"> <li>• Receive support and information to ensure election day outcomes are delivered.</li> </ul>  |
| Election officials       | <ul style="list-style-type: none"> <li>• Support and supervise election officials in the lead up to and on election day.</li> </ul>   |

### External

| Who                                       | Why   |
|---|---|
| Electors                                  | <ul style="list-style-type: none"> <li>• Assist electors in the voting process and respond to enquiries.</li> </ul>                     |
| Venue booking officers                    | <ul style="list-style-type: none"> <li>• Liaise with venue contacts to collect keys, set up and decommission voting centres.</li> </ul> |
| Party workers, scrutineers and candidates | <ul style="list-style-type: none"> <li>• Provide information and customer service in a politically sensitive environment.</li> </ul>    |

## Role dimensions

### Decision making

Under the direction of the Election Manager, the Voting Centre Manager manages all arrangements for voting and counting at the voting centre.

### Reporting line

Election Manager

### Direct reports

Election Officials (1 – 20) according to the number of votes expected at the voting centre.

### Budget/Expenditure

N/A

## Essential requirements

- Demonstrated ability to understand and convey information in a clear, accurate and respectful manner to people of diverse backgrounds.
- Demonstrated ability to follow instructions and work with others in a busy work environment.
- Excellent organisational skills with demonstrated experience working under pressure whilst maintaining accuracy and attention to detail.
- Demonstrated experience in supervising a team of staff in a customer focused environment with competing priorities.
- Political neutrality with no affiliation to political parties or lobbyists/third party campaigners.
- Australian citizen who is enrolled to vote.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| Capability group/sets | Capability name | Behavioural indicators | Level |
|-----------------------|-----------------|------------------------|-------|
|-----------------------|-----------------|------------------------|-------|



### Act with Integrity

Be ethical and professional, and uphold and promote the public sector values

- Be flexible and adaptable and respond quickly when situations change
- Offer own opinion and raise challenging issues
- Listen when ideas are challenged and respond appropriately
- Work through challenges
- Remain calm and focused in challenging situations

Intermediate



### Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Focus on key points and speak in 'Plain English'
- Clearly explain and present ideas and arguments
- Listen to others when they are speaking and ask appropriate, respectful questions
- Monitor own and others' non-verbal cues and adapt where necessary
- Prepare written material that is well structured and easy to follow by the intended audience
- Communicate routine technical information clearly

Intermediate



### Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



### Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



### **Plan and Prioritise**

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team/unit objectives and align operational activities accordingly
- Initiate, and develop team goals and plans and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

Intermediate



### **Manage and Develop People**

Engage and motivate staff, and develop capability and potential in others

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Intermediate