

Role Description

Polling Place Manager

Cluster	Separate Agency
Agency	NSW Electoral Commission
Division/Branch/Unit	Elections
Location	Various locations throughout NSW
Classification/Grade/Band	Casual
ANZSCO Code	111111
PCAT Code	n/a
Date of Approval	
Agency Website	www.elections.nsw.gov.au

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 and lobbyists) 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 and political lobbyists;
- advising on and advocating for improvements to legislation; and
- investigating possible offences and enforcing electoral laws.

The NSWEC staff agency is headed by the NSW Electoral Commissioner, who also sits on the three member NSW Electoral Commission, which enforces electoral legislation.

Our four divisions: Elections, Funding Disclosure and Compliance, 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, are anchored in the NSW public service values of integrity, trust, service and accountability.

Primary purpose of the role

The Polling Place Manager is responsible for managing the polling place 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 polling place, management of the election process and decommission of the polling place. 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 polling place.
- 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

Who	Why
Internal	
Returning Officer	Receive training, escalate issues, seek advice and receive instructions to ensure effective operation of polling place.
Senior Office Assistants	Receive support and information to ensure election day outcomes are delivered.
Election officials	Support and supervise election officials in the lead up to and on election day.
External	
Electors	Assist electors in the voting process and respond to enquiries.
Venue booking officers	Liaise with venue contacts to collect keys, set up and decommission polling places.
Party workers, scrutineers and candidates	Provide information and customer service in a politically sensitive environment.

Role dimensions

Decision making

Under the direction of the Returning Officer, the Polling Place Manager manages all arrangements for voting and counting at the polling place.

Reporting line

Returning Officer

Direct reports

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

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.
- Enrolled to vote in Australia.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. Visit the Capability Framework www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> 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
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay 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 Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> Ensure that roles and responsibilities are clearly communicated Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks Develop team capability and recognise and develop potential in people Be constructive and build on strengths when giving feedback Identify and act on opportunities to provide coaching and mentoring Recognise performance issues that need to be addressed and work towards resolution of issues