Role Description
Senior Office Assistant Pre-poll

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 Senior Office Assistant Pre-poll is responsible for managing the conduct of voting at the pre-poll. The role is responsible for managing the relationship with stakeholders, set up of the pre-poll, management of the election process and decommission of the pre-poll. The role supervises office assistants who provide support to ensure the effective conduct of the election.

Key accountabilities

- Undertake key election tasks including contact and set up of the early pre-poll prior to its commencement, completion of election forms and return of all materials to the Returning Officer's office.
- Ensure security of sensitive materials, accurate daily reconciliation and record keeping.
- Plan and prioritise work activities, including staff induction and supervision to pro-actively manage competing deadlines.
- Monitor the progress of key election activities and escalate any concerns.
- 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 specific tasks at the pre-poll.
- Support the Returning Officer in responding to enquiries in a professional and timely manner.
- Ensure security of ballot papers, the electoral roll, personal information and other electoral materials at the pre-poll.
- Work in collaboration with the Returning Officer in managing multiple tasks concurrently to a strict timetable, in a high volume work environment.
- Maintain a high degree of accuracy in the completion of tasks, whilst maintaining confidential information.

Key relationships

Who	Why
Internal	
Returning Officer	Escalate issues, seeks advice, receive instructions and provides support in managing staffing.
Returning Officer Support Officer	Receive support and information to ensure election outcomes are delivered.
Senior Office Assistants	Collaborates with other senior office assistants to complete functions of the Returning Officer's office.
Office assistants	Supervise office assistants in operation of the pre-poll.
External	
Electors	Ensure appropriate service delivery needs are met and assist electors in the voting process.
Venue booking officers	Liaise with venue contacts to collect keys, set up and decommission pre-poll.
Party workers, scrutineers and candidates	Provide information and customer service in a politically sensitive environment.

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Role dimensions

Decision making

Under the direction of the Returning Officer, the Senior Office Assistant Pre-poll manages all arrangements for voting at the pre-poll.

Reporting line

Returning Officer

Direct reports

Office Assistants

Budget/Expenditure

N/A

Essential requirements

- Demonstrated experience in supervising a team of staff in a customer focused environment with competing priorities.
- Demonstrated ability to work independently with minimum supervision.
- Demonstrated computer skills and knowledge of the MS Office suite, particularly MS Word and Excel, and ability to use electronic devices.
- Excellent organisational skills with demonstrated experience working under pressure whilst maintaining accuracy and attention to detail.
- Political neutrality with no affiliation to political parties or lobbyists/third party campaigners.
- Enrolled to vote in Australia.

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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	Intermediate
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Intermediate**
	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

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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**
Relationships Communicate Effectively	Intermediate	• 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	• 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	• 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	• 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
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Intermediate	• 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

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