Role Description
Office Assistant

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.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 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 Office Assistant supports the Returning Officer and Senior Office Assistants by undertaking administrative and clerical tasks.

Key accountabilities

- Provide high quality customer service and respond to telephone enquiries.
- Confirm booking of election venues, packing and checking of election materials for election officials and escalate issues to senior office assistant.
- Undertake early voting activities under the direction of the Senior Office Assistant, including elector mark off and issuing ballot papers.
- Undertake data entry into election administration systems with a high degree of accuracy, including entering election night results.
- Participate in counting activities including the check count and batching of ballot papers.
- Assist with decommissioning of Returning Officer's office and pre-poll.
- Act with integrity, impartiality and transparency in the conduct of the election.

Key challenges

- Maintaining confidentiality of personal data and information.
- Completing high volume repetitive tasks with a high degree of accuracy.
- Ensure security of ballot papers, the electoral roll, personal information and other electoral materials.
- Providing consistent, high level customer service to all stakeholders.

Key relationships

Who	Why
Internal	
Returning Officer	Advise and escalate issues and receive instructions.
Senior office assistants	Receive instruction on operational matters.
Office assistants	Collaborate with other office assistants to complete functions of the returning officer's office.
Election officials	Contact polling place managers and other election day staff in the lead up to and on election day.
External	
Electors	Provide quality customer service, enabling electors to participate in the democratic process.
Party workers, scrutineers and candidates	Provide customer service and information.

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Role dimensions

Decision making

The Office Assistant (OA) is required to read the relevant standard operating procedures and manuals to undertake and successfully complete training.

Reporting line

- Returning Officer
- Senior Office Assistant(s)

Direct reports

N/A

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.
- Demonstrated computer skills and ability to complete administrative, clerical and numerical tasks where accuracy and timely completion are essential.
- 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	Foundational
	Act with Integrity	**Foundational**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	**Foundational**
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	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**
Personal attributes Act with integrity	Foundational	• 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 Commit to Customer Service	Foundational	• Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Work collaboratively	Foundational	• Work as a supportive and co-operative team member, • share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Deliver results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role. • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation. • Understand information, communication and document • Control policies and systems, and security protocols. • Comply with policies on acceptable use of technology.