

Role Description

Declaration Vote Issuing Officer or Information Officer – Election Official

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 Declaration Vote Issuing Officer supports the Polling Place Manager on election day. The role responds to elector enquiries and issues ballot papers to electors who require a declaration vote. The role will determine the type of declaration vote issued to the elector and provide relevant elector information. Following the close of voting on election day the role undertakes count and decommission activities as directed by the Polling Place Manager.

Key accountabilities

- Operate electronic devices to answer elector enquiries and determine the correct vote to issue.
- Ensure accurate record keeping and reconciliation to ensure timely communication of results on election night.
- Undertake the sort and count of ballot papers as directed by the Polling Place Manager.
- Assist with the decommissioning of the polling place at the completion of voting, including packing boxes, clearing and moving tables, taking down voting screens and removing rubbish.
- 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

- Undertake high volume repetitive tasks with a high degree of accuracy.
- 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.
- Correct completion of forms and returns to ensure ballot papers and election material are accounted for accurately.

Key relationships

Who	Why
Internal	
Polling Place Manager or Deputy Polling Place Manager	Receive training, escalate issues, seek advice and receive instructions to ensure effective operation of polling place.
Returning Officer	Receive support and information to ensure election day outcomes are delivered.
Senior Office Assistants	Receive support and information to ensure election day outcomes are delivered.
Election Officials	Collaborate with other election officials to complete election day tasks.
External	
Electors	Assist electors in the voting process and respond to enquiries.
Party workers, scrutineers and candidates	Provide information and customer service in a politically sensitive environment.

Role dimensions

Decision making

Under the direction of the Polling Place Manager, the Election Official assists with arrangements for voting and counting at the polling place.

Reporting line

Polling Place Manager

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.
- 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.

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

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	<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 Commit to customer service	Foundational	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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