

Role Description

Senior Office Assistant – Staffing and Venues



SE. 165A

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	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, 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 Senior Office Assistant Staffing and Venues is responsible for implementing the recruitment processes of NSW Electoral Commission in relation to staff working for an election. The role is responsible for

stakeholder engagement with election staff and venues. The role supervises office assistants who provide support to ensure the effective management of the election.

Key accountabilities

- Review and shortlist staff applications received via NSWEC online application system in accordance with merit principles and NSWEC recruitment policies.
- Prepare recruitment and employment documents for all election staff.
- Maintain relationships with election staff prior to and during the election event, including attendance at training and arrangements with venues.
- Record attendance, allowances and completion of face-to-face training for election staff.
- Ensure all relevant employment related information is recorded into NSW systems within the required timeframes.
- Act with integrity, impartiality and transparency in the conduct of the election.

Key challenges

- Support election staff in remote locations to ensure they are managing election specific tasks.
- Support the Election Manager in responding to enquiries in a professional and timely manner.
- Work in collaboration with the election manager 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

Internal

Who	Why
Election Manager	<ul style="list-style-type: none">• Escalate issues, seeks advice, receive instructions and provides support in managing staffing.
Election Manager Support Officer	<ul style="list-style-type: none">• Receive support and information to ensure election outcomes are delivered.
Senior Office Assistants	<ul style="list-style-type: none">• Collaborates with other senior office assistants to complete functions of the election manager's office.
Office assistants	<ul style="list-style-type: none">• Supervise office assistants in the management of staffing and venues.
Election Officials	<ul style="list-style-type: none">• Support Voting Centre Managers and other election day staff in the lead up to and on election day.
Staffing Lead	<ul style="list-style-type: none">• Escalate issues in relation to staffing and training during the election period.

External

Who	Why
Electors	<ul style="list-style-type: none">• Provide quality customer service, enabling electors to participate in the voting process.
Venue booking officers	<ul style="list-style-type: none">• Liaise with venue contacts to ensure completion of all arrangements for the use of voting centres and declared facilities.

Role dimensions

Decision making

Under the direction of the Election Manager, the Senior Office Assistant Staffing and Venues manages the relationships and arrangements for election staffing and venues.

Reporting line

Election Manager

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.
- 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
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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

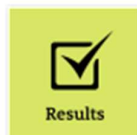


Commit to Customer Service

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

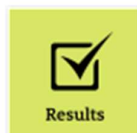


Deliver Results

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

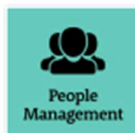


Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- 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
- 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

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