

# Role Description

## Senior Office Assistant – Staffing and Venues

<b>Cluster</b>	Separate Agency
<b>Agency</b>	NSW Electoral Commission
<b>Division/Branch/Unit</b>	Elections
<b>Location</b>	Various locations throughout NSW
<b>Classification/Grade/Band</b>	Casual
<b>ANZSCO Code</b>	111111
<b>PCAT Code</b>	n/a
<b>Date of Approval</b>	May 2018
<b>Agency Website</b>	<a href="http://www.elections.nsw.gov.au">www.elections.nsw.gov.au</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 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 Returning Officer in responding to enquiries in a professional and timely manner.
- 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
<b>Internal</b>	
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 the management of staffing and venues.
Election Officials	Support Polling Place Managers and other election day staff in the lead up to and on election day.
Staffing Lead	Escalate issues in relation to staffing and training during the election period.
<b>External</b>	
Electors	Provide quality customer service, enabling electors to participate in the voting process.

Who	Why
Venue booking officers	Liaise with venue contacts to ensure completion of all arrangements for the use of voting centres and declared facilities.
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 Senior Office Assistant Staffing and Venues manages the relationships and arrangements for election staffing and venues.

### 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.

## 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](http://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
 <b>Personal Attributes</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 <b>Results</b>	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Intermediate</b>
	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
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team/unit objectives and align operational activities accordingly</li> <li>Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>