

# Role Description

## Office Assistant



LG.164

<b>Department/Agency</b>	<b>NSW Electoral Commission</b>
<b>Division/Unit</b>	<b>Corporate</b>
<b>Role number</b>	<b>LG.164</b>
<b>Classification/Grade/Band</b>	<b>Casual</b>
<b>ANZSCO Code</b>	<b>531111</b>
<b>PCAT Code</b>	<b>N/a</b>
<b>Date of Approval</b>	<b>October 2023</b>
<b>Agency Website</b>	<b><a href="http://www.elections.nsw.gov.au">www.elections.nsw.gov.au</a></b>

### 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 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.
- 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

### Internal

Who	Why
Returning Officer	<ul style="list-style-type: none"><li>• Advise and escalate issues and receive instructions.</li></ul>
Senior Office Assistants	<ul style="list-style-type: none"><li>• Receive instruction on operational matters.</li></ul>
Office Assistants	<ul style="list-style-type: none"><li>• Collaborate with other office assistants to complete functions of the returning officer's office.</li></ul>
Election Officials	<ul style="list-style-type: none"><li>• Contact polling place managers and other election day staff in the lead up to and on election day.</li></ul>

### External

Who	Why
Electors	<ul style="list-style-type: none"><li>• Provide quality customer service, enabling electors to participate in the democratic process.</li></ul>
Party workers, scrutineers and candidates	<ul style="list-style-type: none"><li>• Provide customer service and information.</li></ul>

## 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, candidates, elected members or lobbyists/third party campaigners.
- Reasonable level of spoken English.
- Enrolled to vote in Australia.

## 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

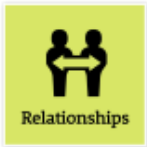
## Focus capabilities

*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.

## Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Behave in an honest, ethical and professional way</li><li>• Build understanding of ethical behaviour</li><li>• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li><li>• Speak out against misconduct and illegal and inappropriate behaviour</li><li>• Report apparent conflicts of interest</li></ul>	Foundational



### Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Recognise the importance of customer service and understanding customer needs
- Help customers understand the services that are available
- Take responsibility for delivering services that meet customer requirements
- Keep customers informed of progress and seek feedback to ensure their needs are met
- Show respect, courtesy and fairness when interacting with customers
- Recognise that customer service involves both external and internal customers

Foundational



### Work Collaboratively

Collaborate with others and value their contribution

- Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- Respond to others who need clarification or guidance on the job
- Step in to help others when workloads are high
- Keep the team and supervisor informed of work tasks
- Use appropriate approaches, including digital technologies, to share information and collaborate with others

Foundational



### Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek clarification when unsure of work tasks
- 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

Foundational



### Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security












Foundational

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational