

Role Description

Declaration Vote Issuing Officer or Information Officer - Election Official



SE. 158

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 Declaration Vote Issuing Officer supports the Voting Centre 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 Voting Centre 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 Voting Centre Manager.
- Assist with the decommissioning of the voting centre 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 voting centre.
- 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

Internal

Who	Why
Voting Centre Manager or Deputy Voting Centre Manager	<ul style="list-style-type: none">• Receive training, escalate issues, seek advice and receive instructions to ensure effective operation of voting centre.
Election Manager	<ul style="list-style-type: none">• Receive support and information to ensure election day outcomes are delivered.
Senior Office Assistants	<ul style="list-style-type: none">• Receive support and information to ensure election day outcomes are delivered.
Election Officials	<ul style="list-style-type: none">• Collaborate with other election officials to complete election day tasks.

External

Who	Why
Electors	<ul style="list-style-type: none">• Assist electors in the voting process and respond to enquiries.
Party workers, scrutineers and candidates	<ul style="list-style-type: none">• Provide information and customer service in a politically sensitive environment.

Role dimensions

Decision making

Under the direction of the Voting Centre Manager, the Election Official assists with arrangements for voting and counting at the voting centre.

Reporting line

Voting Centre 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.
- 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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Act with Integrity

Be ethical and professional, and uphold and promote the public sector values

- 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

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

- 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

Foundational