Role Description
Staffing and Venues Assistant

LG.164B

Department/Agency	**NSW Electoral Commission**
Division/Unit	**Corporate**
Role number	**LG.164B**
Classification/Grade/Band	**Casual**
ANZSCO Code	**531111**
PCAT Code	**N/a**
Date of Approval	**October 2023**
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 Staffing and Venues Assistant supports the Returning Officer and Senior Office Assistant Staffing and Venues by undertaking administrative and clerical tasks.

Key accountabilities

- Provide high quality customer service and respond to telephone enquiries.
- Confirm booking of polling venues, including access arrangements, furniture requirements and arrangements for collection of post-election recycling.
- Support the recruitment of election officials.
- Assist in monitoring the timely completion of Aurion timesheets.
- Support the approval of Aurion timesheets and escalate issues to Senior Office Assistant Staffing and Venues and Returning Officer where necessary.
- Assist the Senior Office Assistant Staffing and Venues in data entry of election day attendance.
- Undertake data entry into election administration systems with a high degree of accuracy.
- 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 personal information and other electoral materials.
- Providing consistent, high level customer service to all.

Key relationships

Internal

Who	Why
Returning Officer	• Advise and escalate issues and receive instructions.
Senior Office Assistant, Staffing and Venues	• Receive instruction on staffing and venues matters.
Senior Office Assistant, Election Material	• Receive instruction on election materials matters.
Office Assistants	• Collaborate with office assistants to complete functions of the returning officer's office.
Election Officials	• Contact Polling Place Managers and other election day staff in the lead up to and on election day.

External

Who	Why
Electors	• Provide quality customer service, enabling electors to participate in the democratic process.
Venue Booking Officers	• Liaise with venue contacts to ensure completion of all arrangements for the use of polling places and declared institutions.
Party workers, scrutineers and candidates	• Provide information and customer service in a politically sensitive environment.

Role dimensions

Decision making

Under the direction of the Senior Office Assistant, Staffing and Venues, the Staffing and Venues Assistant provides support in the arrangements for election staffing and venues.

Reporting line

Returning Officer
Senior Office Assistant, Staffing and Venues

Direct reports

N/a

Budget/Expenditure

N/a

Essential requirements

- Demonstrated experience in working 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, 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

	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	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 to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • 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 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
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these	Foundational

	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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
	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	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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