Role Description
Office Assistant

SE. 164

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 Office Assistant supports the Election Manager 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 Election Manager's office and early voting centres.
- 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.

Key relationships

Internal

Who	Why
Election Manager	• Advise and escalate issues and receive instructions.
Senior office assistants	• Receive instruction on operational matters.
Office assistants	• Collaborate with other office assistants to complete functions of the election manager's office.
Election officials	• Contact voting centre 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.
Party workers, scrutineers and candidates	• Provide customer service and information.

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

- Election Manager
- 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 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
Personal Attributes	**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	• Recognise the importance of customer service and understanding customer needs	Foundational
	Provide customer-focused services in line with public sector and organisational objectives	• 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	
	Work collaboratively	• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts	Foundational
	Collaborate with others and value their contribution	• 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	
	Deliver Results	• Complete own work tasks under guidance, within set budgets, timeframes and standards	Foundational
	Achieve results through the efficient use of resources and a commitment to quality outcomes	• Take the initiative to progress own work	
		• Identify resources needed to complete allocated work tasks	
		• Seek clarification when unsure of work tasks	
	Technology	• Display familiarity and confidence when applying technology used in role	Foundational
	Understand and use available technologies to maximise efficiencies and effectiveness	• Comply with records, communication and document control policies	
		• Comply with policies on the acceptable use of technology, including cyber security	