Role Description
Election Manager (EM)

SE.153

Cluster	Separate Agency
Agency	NSW Electoral Commission
Division/Branch/Unit	Elections
Location	Various locations throughout NSW
Classification/Grade/Band	Casual
ANZSCO Code	224911
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 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 - and anchored in the NSW Public Service values of Integrity, Trust, Service and Accountability.

Primary purpose of the role

The Election Manager is responsible for the conduct of the election within a specific state electorate district. The Election Manager co-ordinates and manages a large scale operation, within a short timeframe, delivering election specific activities within set legislated timeframes to meet the needs of stakeholders.

Key accountabilities

- Establish and manage the Election Manager's office which involves the set-up of processes and amenities, to ensure that it is fit for purpose and complies with Work Health and Safety requirements.
- Manage self and a team in a high pressure and deadline driven environment to achieve business outcomes, including the flexibility to adapt to changing role requirements through the election lifecycle.
- Recruit, lead and motivate a large temporary team across a variety of locations to ensure that election services are consistently delivered.
- Provide a high level of management to a diverse range of stakeholders such as candidates, scrutineers, media and the public, in support of the election event.
- Manage a broad range of office and administrative tasks including the delivery, collection and security of election material, systems and allocation of resources.
- Deliver critical election tasks on time and according to legislative requirements and NSWEC policies.
- Act with integrity, impartiality and transparency in the conduct of the election.

Key challenges

- Managing competing priorities in a high pressured environment and balancing responsibilities to ensure rigorous and transparent service delivery.
- Planning and prioritising ever changing competing demands, and managing work flows and deadlines to ensure the election is delivered on time while still meeting required outcomes.
- Ensuring that a large and temporary workforce is available, equipped and motivated to reliably and consistently deliver rigorous, non-negotiable standards, processes and procedures.
- Adapting to, and supporting continual change, including new technology, systems, processes and business requirements

Key relationships

Who	Why
Internal	
Senior Election Talent Lead	Liaise with, update, and receive instructions when issues arise in the conduct of the election to ensure professional and consistent customer service.
Election Manager Support Officer	Receive direction, support and mentoring to ensure election outcomes are delivered.
Manager Workforce Planning	Escalate issues that may impact upon the election and require management input and direction.
Staffing Lead and Training Lead	Escalate issues in relation to staffing during the election period Liaise to ensure completion of training by election officials.
External	
Electors	Ensure appropriate service delivery needs are met and assist electors in the voting process.

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Who	Why
Scrutineers, Candidates and Party Workers	Provide information and customer service to assist in the nomination process.
Media	Assist media with potential enquiries and requests.

Role dimensions

Decision making

The Election Manager is responsible for decisions made within their designated electoral district. These are to be consistent with NSWEC standard operating procedures, processes and legislation. Guidance is sought from the Election Manager Support Officer (EMSO) in relation to complex issues and where risks have been identified.

Reporting line

The Election Manager is appointed by the NSW Electoral Commissioner. For operational matters they report to the Senior Election Talent Lead through the Election Manager Support Officer.

Direct reports

- Voting Centre Managers
- Election Officials
- Senior Office Assistants
- Office Assistants

Budget/Expenditure

Depends upon the size of the allocated electoral area.

Essential requirements

- Demonstrated operational management experience including delivering end-to-end processes within a short time frame.
- Demonstrated management experience and the ability to lead a team in a customer focussed, high pressure environment.
- Demonstrated computer skills and knowledge of the MS Office suite, particularly MS Word and Excel, and ability to use electronic devices.
- Political neutrality with no affiliation to political parties or lobbyists/third party campaigners.
- Australian citizen who is enrolled to vote.
- Satisfactory criminal record check result.

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

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.

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Advanced**
	Act with Integrity	**Adept**
	Manage Self	**Adept**
	Value Diversity	Adept
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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**
Personal Attributes Display Resilience and Courage	**Advanced**	• Stay calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in the face of strong, contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues

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Group and Capability	Level	Behavioural Indicators
		• Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Act with Integrity	**Adept**	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Manage Self	**Adept**	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Commit to Customer Service	**Adept**	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Work Collaboratively	**Adept**	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	**Advanced**	• Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievements of organisational objectives

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Business Enablers Technology	**Adept**	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communication security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	**Adept**	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks.

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