

Role Description

Election Manager (EM)



SE.153

Department/Agency	NSW Electoral Commission
Division/Unit	Electoral Operations Group
Role number	SE.153
Classification/Grade/Band	Grade 9/10 (Temporary)
ANZSCO Code	139999
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Agency Website	elections.nsw.gov.au

Organisation 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 a three-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 in a separate agency created under the *Government Sector Employment Act 2013*. The head of the 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 groups within the Commission 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 NSW Electoral Commission 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 workflows 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

Internal

Who	Why
Lead Attendance Voting and SEO Support	<ul style="list-style-type: none">• 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 (EMSO)	<ul style="list-style-type: none">• Receive direction, support and mentoring to ensure election outcomes are delivered.
Manager Voting Services	<ul style="list-style-type: none">• Escalate issues that may impact upon the election and require management input and direction.
Lead Election Workforce	<ul style="list-style-type: none">• Escalate issues in relation to staffing during the election period.

External

Who	Why
Electors	<ul style="list-style-type: none">• Ensure appropriate service delivery needs are met and assist electors in the voting process.
Scrutineers, Candidates and Party Workers	<ul style="list-style-type: none">• Provide information and customer service to assist in the nomination process.
Media	<ul style="list-style-type: none">• 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 NSW Electoral Commission 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 reports to the Lead Attendance Voting and SEO Support through the Election Manager Support Officer (EMSO).

Direct reports

Voting Centre Managers
Election Officials
Senior Office Assistants
Office Assistants

Budget/Expenditure

Dependent upon the size of the allocated electoral area.

Key knowledge and experience

- 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.

Essential requirements

- Political neutrality with no affiliation to political parties, elected members, candidates 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](#) 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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Respond constructively when in high pressure and unpredictable situations Give frank, honest advice in response to contrary views Be open to criticism of your ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and be decisive when dealing with emotionally charged situations and difficult issues Support and lead change and overcome discomfort when things are complicated, uncertain or unclear 	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Represent your organisation in an honest, ethical and professional way and encourage others to do so Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Promote a workplace culture that values high ethical standards and behaviour Act to prevent and report misconduct and inappropriate behaviour Put strategies in place to manage and monitor conflicts of interest Ensure that others are aware of and understand the legislation and policy framework within which they operate 	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Be persistent, self-reflect and commit to learning	<ul style="list-style-type: none"> Keep up to date with contemporary knowledge and practices Seek and take advantage of opportunities to learn and apply new skills Commit to achieving challenging goals Seek and respond positively to constructive feedback and advice Examine and reflect on your performance 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience Use customer data, feedback and insights to improve service delivery Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in your area of expertise Connect and collaborate with relevant customers from the community 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Encourage a workplace culture that values collaboration Communicate with other teams to improve information sharing Share lessons learned with other teams and business units Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services Consider diverse cultural perspectives to provide insights into collaborative work 	Adept





Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Deliver Results</p> <p>Achieve results by using resources efficiently and committing to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply the expertise of key individuals to achieve business outcomes • Lead a culture of achievement and acknowledge others' input • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of business objectives • Make sure others understand the need for on-time and on-budget results and how success is defined • Control business unit output to ensure government outcomes are achieved within budget and on time • Progress organisational priorities and ensure resources are acquired and used effectively 	Advanced
	<p>Technology</p> <p>Understand and use available technology to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards 	Adept








Capability group/sets	Capability name	Behavioural indicators	Level
	Manage and Develop People Engage and motivate staff, and develop their capability and potential	<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the effects of bias when managing team members Seek feedback about your management capabilities and develop strategies to improve on them Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively Monitor and report on team performance in line with established performance development frameworks Develop positive relationships to ensure cultural safety and trust between team members 	Adept

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
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Adept
	Communicate Effectively	Communicate clearly, actively listen to others and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept

Capability group/sets	Capability name	Description	Level
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate