

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Advisor Community Engagement</b>
<b>Group/Business Unit</b>	Enrolment and Community Engagement
<b>Location</b>	Various
<b>Date</b>	May 2022
<b>Reports to</b>	Manager Community Engagement or Senior Advisor Community Engagement

### Position purpose

The purpose of this role is to activate civic participation across its respective region. The role provides community engagement advice to build and support relationships and partnerships that will enable and empower more communities to participate in General Elections.

This role will be required to identify opportunities to build relationships and activities of engagement with prioritised communities and ensure that efforts consider both the TAUMATA Values Framework and Electoral Commission priorities and objectives. This role will be key in maintaining community partnerships with communities and organisations.

It is essential this role understands engagement best practice (IAP2) applying your community engagement and relationship management experience. This role will be required to activate cultural competency to enable authentic, and genuine engagement with our diverse priority communities, namely, Māori, Pacific, ethnic, disabled people and youth communities.

From time to time there will be a requirement to support the functions and goals of the wider Operations Group.

### Dimensions of the position for which the incumbent is accountable

Number of direct reports	None
Number of indirect reports	None
Operating budget	None

### Important relationships

#### Internal

- Manager Community Engagement
- Senior Advisor Community Engagement
- Coordinator Community Engagement
- Community Advisor – Youth
- Commission employees including permanent and temporary field employees

## External

- Members of the public, community champions and influencers
- Community organisations
- Public sector organisations
- Suppliers, consultants, and contractors
- Local iwi and hapū

## Accountabilities

Accountability Area	Deliverables/Outcomes
<p><b>Engage in community engagement advisory services</b></p>	<p>Advice regarding:</p> <ul style="list-style-type: none"> <li>• Tailoring opportunities to the needs of local communities for effective engagement using nationally produced materials and resources.</li> <li>• Analysing community needs and community feedback to design and plan targeted interventions.</li> <li>• Developing local and regional operational engagement interventions/activities.</li> <li>• Support the Commission’s operational engagement strategy by identifying and advising on opportunities to promote appropriate messaging through suitable regional channels to reach target communities.</li> </ul>
<p><b>Develop and foster relationships through internal and external engagement</b></p>	<p>External engagement:</p> <ul style="list-style-type: none"> <li>• Motivate and inspire eligible electors to participate in elections.</li> <li>• Develop and foster relationships with key community groups, and in collaboration with the communities, including hard-to-reach Māori and/or Pacific communities.</li> <li>• Work with influential community champions, community groups and priority stakeholders who have influence over their communities to increase participation in electoral events.</li> </ul> <p>Internal engagement:</p> <ul style="list-style-type: none"> <li>• Share resources and connect with appropriate regional employees to support the use of such resources throughout communities.</li> <li>• Work effectively with Community Engagement employees, other Commission employees, and stakeholders to achieve national objectives.</li> </ul>

<p><b>Educate the public through civics education and community engagement</b></p>	<p>Deliver the Community Engagement work plan by working with local community champions to encourage enrolment and participation in electoral events.</p> <p>Develop strong relationships with community champions, individuals, groups, and stakeholders who can reach designated hard to reach groups.</p> <p>Provide information, resources, and advice to community members.</p> <p>Visit with key community groups to talk about the importance of key electoral messages for their community, i.e., the importance of enrolling in order to be an eligible voter.</p> <p>Actively seek the support of other employees, community members and/or others with expertise to assist in education.</p>
<p><b>Respond to public and media enquiries</b></p>	<p>Inform requestors and answer enquiries while adhering to the Commission’s Communications Policy:</p> <ul style="list-style-type: none"> <li>• Efficiently and effectively respond to public enquiries about the electoral process by keeping up to date with electoral events and procedures.</li> <li>• Where appropriate, respond to media and other complex enquiries in consultation with the Manager Community Engagement and the Communications and Education team.</li> </ul>
<p><b>Support the delivery of electoral events as required</b></p>	<p>This includes:</p> <ul style="list-style-type: none"> <li>• Training and supporting temporary field employees.</li> <li>• Assist as necessary with the voting process and voting.</li> <li>• Provide Enrolment Services and maintain the electoral roll.</li> <li>• Dealing with any issues that may arise.</li> <li>• Participate in the post-event review and wind-down.</li> </ul>
<p><b>Team effectiveness</b></p>	<p>Contribute to team effectiveness by offering value adding suggestions, providing learning feedback/comments and support to others, which aim to improve team performance and staff motivation, and assisting other members of the team.</p>

<b>Relationship management</b>	<p>Contribute to higher effectiveness levels for the Commission by identifying, developing, and maintaining an appropriate network of contacts.</p> <p>Ensure that business relationships are maintained at an agreed level by developing, implementing, and maintaining a quality oriented, timely, and service-focused approach in work programmes and services provided.</p> <p>Maintain high ethical standards of conduct.</p>
<b>Quality systems and service</b>	<p>Contribute to the achievement of team goals for time, cost, and quality, by offering suggestions for improving current systems and procedures.</p> <p>Practice a continuous improvement approach by reviewing own work methods and maintaining a positive approach to solving problems/issues.</p> <p>Ensure that service levels clients meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.</p>
<b>Information gathering and analysis</b>	<p>Ensure a sound knowledge basis for future operations by monitoring developments, reviewing literature, collecting data/information, and liaising with groups.</p> <p>Contribute to the quality of the Commission's operational procedures and related efforts, by actively participating in discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results.</p>
<b>Health and safety</b>	<p>Take reasonable care for your own health and safety and that of others at work.</p> <p>Comply with the Commission's health and safety policies and procedures. Take action to improve health and safety record of the workplace. Ensure equipment and work areas are well maintained.</p> <p>Ensure timely and accurate reporting of any risks or hazards and potential risks or hazards so that they may be remedied.</p>

### Person Specifications:

#### Qualifications and technical skills

3+ years' experience in office management, administration in a customer services environment.

#### Experience and knowledge profile

- Experience in the delivery of operational policies and procedures based on legislation.
- Ability to build knowledge of community and required networks.
- Excellent communication skills with the ability to build and maintain effective internal and external working relationships.
- Strong connections within specific communities.
- Ability to work independently.

- Ability to work effectively under pressure to meet deadlines.
- Ability to take initiative combined with sound judgement.
- Professional and results-oriented approach with good business and customer focus.
- Basic understanding of kaupapa and tikanga Māori and Pacific protocol relevant to the role.
- Have a basic level of proficiency with Microsoft Office Applications including Teams, Word, Excel and databases.
- Experience in the preparation and delivery of presentations, with the ability to apply national strategies and material.
- Sound working knowledge/experience of audio-visual equipment and Microsoft Office Applications (especially PowerPoint).
- Have a valid New Zealand drivers' license and unrestricted use of a private roadworthy vehicle that is both lockable and insured, that you are willing to use for work (you will be reimbursed for business costs incurred).

### Key competencies required

- **Action oriented and drive for results:** Is action oriented, full of energy for tasks they see as challenging; not fearful of performing with a minimum of planning; seizes more opportunities than others; persistently pushes self and others for results.
- **Customer focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; obtains first-hand customer information and uses it to make improvements; gains customers' trust and respect.
- **Functional/technical skills:** Has the functional and technical skills to do the job at a high level of accomplishment.
- **Integrity and trust:** Is widely trusted; is seen as a direct, truthful person; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; does not misrepresent themselves.
- **Interpersonal savvy:** Relates well to all types of people; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- **Problem solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answer.
- **Self-development:** Is personally committed to and actively works to continuously improve themselves; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits.

### Other

- The hours of work for this role will fluctuate so a degree of flexibility is required to work at weekends and evenings if required. It may be necessary to travel and on occasion, stay away overnight.

## Electoral Commission – Te Kaitiaki Take Kōwhiri

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### Who we are:

We are an independent Crown entity who works with and through communities to inform, engage and educate New Zealanders about the value of taking part in the electoral system.

Our objective under the Electoral Act 1993 is to administer the electoral system impartially, efficiently and effectively, and in a way that:

- a) Facilitates participation in parliamentary democracy; and
- b) Promotes understanding of the electoral system; and

- c) Maintains confidence in the administration of the electoral system.

## Our Vision

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New Zealanders trust, value and take part in parliamentary elections.

## Strategic Mission

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The Commission wants New Zealanders to understand their electoral system, to have trust and confidence in our administration of their electoral laws, to find enrolling and voting easy, and to value and exercise their right to vote.

## Our Contribution

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New Zealanders will trust, and are more likely to value and take part in parliamentary elections if we:

- Act impartially, professionally and in accordance with the law.
- Make participation easy.
- Deliver timely and accurate results.
- Are open to public, judicial and parliamentary scrutiny.
- Continually improve our processes, procedures and service.

## Our Values

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*Ngā uara hai pou mō te Kaitiaki take Kōwhiri, kia eke ai to māramatanga ki te pōti*

Our values help guide us in our mission that all New Zealanders trust, value and take part in parliamentary elections.

The Commission's TAUMATA values framework is the result of embracing the opportunity to define our values in a meaningful way that reflects Aotearoa's bicultural context. The five values together form TAUMATA: a summit or peak which is often associated with an arduous journey, with levels along the way, elevating to a higher plain, and success.

## TAUMATA – Values Framework

Ngā Uara/Values <i>translation</i>	Explanations
<b>Tūhonotanga</b> To join, bond, attach, connect <i>Connecting/building and maintaining relationships</i>	Bringing people together to increase participation in democracy.
<b>Aratakina</b> To conduct, lead, point out, guide <i>Knowledge Transfer</i>	Guiding towards greater understanding.
<b>Uakaha</b> Vigour, energy, dynamism, enthusiasm <i>Energy/dynamism/innovation</i>	Being dynamic and energetic in what we do.
<b>Manaakitanga</b> Hospitality, kindness, generosity, support <i>Power Transfer</i>	Demonstrating generosity and empowering people.

**Tika**

Be true, valid, honest, genuine, sincere  
*Integrity and honesty*

Doing things right; doing the right things!