

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Community Advisor – Youth</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 within youth communities across a specific region.

This role will be responsible for connecting with youth communities and informing our youth focused program of work. Along with implementing these activities this role will identify opportunities to connect, build relationships and be involved in youth focused activities of engagement. You will work closely with community partners to deliver civic participation messages and activations to schools and appropriate events targeting an identified age range.

This role will have the opportunity to grow their understanding of engagement best practice (IAP2), however, should be confident in connecting and networking with their peers. The Community Advisor – Youth 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
- Advisor Community Engagement
- Coordinator Community Engagement
- Electoral Commission employees including permanent and temporary field employees

## External

- All youth eligible to vote
- Schools and other youth-based organisations

## Accountabilities

Accountability Area	Deliverables/Outcomes
<p><b>Educate the public through civics education and community engagement</b></p>	<p>Support delivery of the Community Engagement Youth Advisor Programme:</p> <ul style="list-style-type: none"> <li>• Deliver the work plan through working with local community champions to encourage enrolment and participation in electoral events.</li> <li>• Develop strong relationships with community champions, individuals, groups, and stakeholders who can reach designated hard to reach groups.</li> <li>• Provide information, resources, and advice to community members.</li> <li>• Visit with key community groups to talk about the importance of key electoral messages for their community, i.e. the importance of registering to be an eligible voter.</li> <li>• Actively seeks the support of other employees, community members and/or others with expertise to assist in education.</li> </ul>
<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 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>• Supporting and guiding 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</p>

	<p>and staff motivation, and assisting other members of the team.</p> <p>Provide back-up support to Enrolment and Community Engagement team members in times of absence.</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-focussed 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

1+ years' relevant experience in an applicable role.

#### Experience and knowledge profile

- Experience engaging and communicating with a range of individuals and groups speaking, presenting, running activities, and delivering other interactive approaches to drive enrolment and voting.
- Previous experience working to tight deadlines, whilst remaining composed and positive.

- Experience using sound judgement and initiative and escalating issues appropriately as required.
- Experience using a range of technologies and software applications.
- Skilled in managing own workload and taking direction to drive outcomes within required timeframes.
- Demonstrated ability to work flexibly when required including working from other locations.
- Demonstrable experience in sales, promotional work, education, delivering presentations or facilitating sessions.
- Demonstrable skill in developing relationships with peer groups and communities.
- Basic understanding of Māori cultural practices and Te Reo Māori to an appropriate level for this role.
- Growth mindset and being open to learning opportunities and skills enhancement.
- Have a basic level of proficiency with Microsoft Office Applications including Teams, Word, Excel and databases.
- 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.

#### 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.
- **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.
- **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.

#### 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!