

## POSITION DESCRIPTION

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

### Position purpose

The primary responsibilities of the role are to:

- Provide administrative and coordination support to the Community Engagement team.
- Assist the Manager Community Engagement to coordinate the activities of Community Engagement team and their work activities in communities.
- Ensure that team members are at the right places, at the right times with the right tools to engage with the community.
- Assist to deliver timely and accurate reports on the progress of work.
- Support the delivery of engagement in a digital environment.

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
- Community Advisor – Youth
- Electoral Commission employees including permanent and temporary field employees

#### External

- Members of the public
- Community organisations
- Other public and private sector organisations
- Suppliers, consultants, and contractors

## Accountabilities

Accountability Area	Deliverables/Outcomes
<b>Administration and executive assistance</b>	<ul style="list-style-type: none"> <li>• Maintain the Community Engagement calendar of events and of project milestones.</li> <li>• Administer and organise team meetings, including minute and note taking of decisions, actions, and commitments from the team.</li> <li>• Manage the Manager Community Engagement’s diary, appointments, and travel.</li> <li>• Manage files, meeting notes and planner.</li> <li>• Ensure privacy.</li> <li>• Monitor incoming electronic and paper mail and ensure the information is distributed to the correct persons.</li> <li>• Manage data for the Manager Community Engagement in the Enrolment and Community Engagement partners and stakeholders spreadsheet (or in the future CRM).</li> </ul>
<b>Support and coordinate the delivery of Community Engagement activities</b>	<ul style="list-style-type: none"> <li>• Organise projects and initiatives in a single document where there is a projection of the resources, time and budget requirements and allocation are visible and readily available. Regular check-ins with the project owners and managers to determine project priorities.</li> <li>• Prepare project reports and ensure that any issues or concerns, in terms of delivery in time and budget are raised and discussed during the weekly team meeting.</li> <li>• Administer Project Management (PM) tools to monitor and manage delivery of the projects and initiatives.</li> <li>• Follow up with responsible persons regarding milestones and ensure the progress is adequately recorded.</li> <li>• Report deviations to the project owner.</li> <li>• Proactively identify potential risks to delivery and inform management.</li> <li>• Facilitate and coordinate the logistics of delivery such as:               <ul style="list-style-type: none"> <li>○ Managing appointments/events, advise manager and project owners of potential scheduling or other conflicts.</li> <li>○ Arranging travel, accommodation, venues etc as required.</li> </ul> </li> </ul>
<b>Team effectiveness</b>	<ul style="list-style-type: none"> <li>• Contribute to team effectiveness by offering value add 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.</li> <li>• Provide back-up support to Enrolment and Community Engagement team members in times of absence.</li> </ul>

<b>Relationship management</b>	<ul style="list-style-type: none"> <li>• Contribute to higher effectiveness levels for the Commission by identifying, developing and maintaining an appropriate network of contacts.</li> <li>• 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.</li> <li>• Maintain high ethical standards of conduct.</li> </ul>
<b>Quality systems and service</b>	<ul style="list-style-type: none"> <li>• Contribute to the achievement of team goals for time, cost, and quality, by offering suggestions for improving current systems and procedures.</li> <li>• Practice a continuous improvement approach by reviewing own work methods and maintaining a positive approach to solving problems/issues.</li> <li>• 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.</li> </ul>
<b>Information gathering and analysis</b>	<ul style="list-style-type: none"> <li>• Ensure a sound knowledge basis for future operations by monitoring developments, reviewing literature, collecting data/information, and liaising with groups.</li> <li>• 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.</li> </ul>
<b>Health and safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety and that of others at work.</li> <li>• Comply with the Commission’s health and safety policies and procedures. Take action to improve health and safety record of the workplace. Ensures equipment and work areas are well maintained.</li> <li>• Ensure timely and accurate reporting of any risks or hazards and potential risks or hazards so that they may be remedied.</li> </ul>

### Person specifications

#### Qualifications and technical skills

Proven data entry skills with the ability to perform repetitive tasks with a high degree of accuracy and attention to discrepancies.

#### Experience and knowledge profile

- Professional and results-oriented approach with good business and customer focus.
- Experience in the delivery of operational policies and procedures based on legislation.
- Experience managing confidential information appropriately and complying with privacy and security.
- Basic knowledge of kaupapa and Te Reo Māori and Pacific protocols.

- Relationship management skills and ability to work in a team.
- Ability to take initiative combined with sound judgement.
- Ability to work with attention to detail and understand the bigger picture.
- Problem analysis skills and good judgement.
- Ability to work effectively under pressure to meet deadlines.
- Planning and organisational skills.
- High level of flexibility and ability to multi-task.
- Strong written and verbal communication skills.
- 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.
<b>Tika</b> Be true, valid, honest, genuine, sincere <i>Integrity and honesty</i>	Doing things right; doing the right things!