

POSITION DESCRIPTION

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

Position purpose

The purpose of this role is to activate civic participation across your region by providing specialist community engagement expertise 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 build and maintain authentic relationships and implement effective activities of engagement with prioritised communities, as well as ensure that efforts consider both the TAUMATA Values Framework and Electoral Commission priorities and objectives. This role will be key in maintaining and developing community partnerships with communities and organisations.

It is essential that this role has a firm understanding of engagement best practice (IAP2) applying your extensive 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	1+ (varies by location)
Number of indirect reports	None
Operating budget	None

Important relationships

Internal

- Manager Community Engagement
- 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
Engagement best practice	<ul style="list-style-type: none"> • Provide engagement expertise to initiatives and programmes ensuring these are delivered according to engagement best practice model(s). • Lead a coordinated approach to the provision of community engagement operational advice to the localised engagement plans. • Ensure a sound knowledge basis/keeping up to date with current practice and continued improvement etc.
Provide technical and operational leadership to the Community Engagement team	<p>Provide subject matter expertise to the Community Engagement team:</p> <ul style="list-style-type: none"> • Enable effective service delivery and skills development. • Train and guide Advisor Community Engagement. • Develop custom made programmes based on national programmes/goals and outcomes. • Induct and develop new or inexperienced Advisor Community Engagement. • Lead problem solving initiatives and managing difficult problems. • Monitor and report on program/event activities and results. • Lead the development of targeted interventions/programs and develop performance criteria. <p>Identify trends and opportunities for successful engagement and:</p> <ul style="list-style-type: none"> • Advise management. • Develop actions to address the opportunities - analyse activities and results and develop action plans to increase the efficiency and effectivity of programs.

<p>Guide Community Engagement advisory services</p>	<p>Advice regarding:</p> <ul style="list-style-type: none"> • Tailoring opportunities and resources to the needs of local communities for effective engagement using nationally produced materials and resources. • Developing local and regional operational engagement strategies. • Implementing enrolment processes and systems that work seamlessly with voting processes to achieve the best possible electoral administration outcomes. • 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.
<p>Develop and foster relationships through internal and external engagement</p>	<p>External engagement:</p> <ul style="list-style-type: none"> • Motivate and inspire eligible electors to participate in elections. • Develop and foster relationships with key community groups, and in collaboration with the communities, including hard-to-reach Māori and/or Pacific communities. • Work with influential community champions, community groups and priority stakeholders with the ability to influence their communities to increase participation in electoral events. <p>Internal engagement:</p> <ul style="list-style-type: none"> • Share resources and connect with applicable regional employees to support the use of such resources throughout communities. • Work effectively with Community Engagement and other Commission employees, and stakeholders to achieve national objectives.
<p>Educate the public</p>	<ul style="list-style-type: none"> • Deliver the Community Engagement work plan by working with local community champions to encourage enrolment and participation in electoral events. • Develop strong relationships with community champions, individuals, groups, and stakeholders who can reach designated hard to reach groups. • Provide information, resources, and advice to community members. • Visit with key community groups to talk about the importance of key electoral messages for their community, i.e., the importance of enrolling to be an eligible voter. • Actively seeks the support of other employees, community members and/or others with expertise to assist in education.

<p>Respond to public and media enquiries</p>	<ul style="list-style-type: none"> • Inform requestors and answer enquiries while adhering to the Commission’s Communications Policy. • Efficiently and effectively respond to public enquiries about the electoral process by keeping up to date with electoral events and procedures. • Where appropriate, respond to media and other complex enquiries in consultation with the Manager Community Engagement and the Communications and Education team.
<p>Support the delivery of electoral events as required</p>	<p>This includes:</p> <ul style="list-style-type: none"> • Train and support temporary field employees. • Assist as necessary with the voting process and voting. • Provide Enrolment Services and maintain the electoral roll. • Dealing with any issues that may arise. • Participate in the post-event review and wind-down.
<p>Team effectiveness</p>	<ul style="list-style-type: none"> • 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>Relationship management</p>	<ul style="list-style-type: none"> • Contribute to higher effectiveness levels for the Commission by identifying developing and maintaining an appropriate network of contacts. • 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. • Maintain high ethical standards of conduct.
<p>Health and safety</p>	<ul style="list-style-type: none"> • Take reasonable care for your own health and safety and that of others at work. • 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. • Ensure timely and accurate reporting of any risks or hazards and potential risks or hazards so that they may be remedied.

Person specifications

Qualifications and technical skills

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

Experience and knowledge profile

- Demonstrated ability to lead, motivate, empower, coach, and build an effective team.
- Strong connections within specific communities.
- Experience in the delivery of operational Community Engagement programmes.
- Ability to build knowledge of the community as well as build required networks.
- Excellent communication skills with the ability to build and maintain effective internal and external working relationships.
- 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.
- Good knowledge and successful practical experience of electoral policy, issues, and practice(s) (desirable).
- Basic understanding of kaupapa and tikanga Māori and Pacific protocols relevant to the role.
- 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 PowerPoint.
- Have an intermediate level of proficiency with Microsoft Office Applications including Teams, Word, Excel, and databases.
- 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.
- **Decision quality and sound judgement:** Makes sound decisions based on analysis, experience, and judgement; most of their solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice.
- **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.

Electoral Commission – Te Kaitiaki Take Kōwhiri

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:

- Facilitates participation in parliamentary democracy; and
- Promotes understanding of the electoral system; and
- Maintains confidence in the administration of the electoral system.

Our Vision

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

Strategic Mission

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

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

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
Tūhonotanga To join, bond, attach, connect <i>Connecting/building and maintaining relationships</i>	Bringing people together to increase participation in democracy.
Aratakina To conduct, lead, point out, guide <i>Knowledge Transfer</i>	Guiding towards greater understanding.
Uakaha Vigour, energy, dynamism, enthusiasm <i>Energy/dynamism/innovation</i>	Being dynamic and energetic in what we do.
Manaakitanga Hospitality, kindness, generosity, support <i>Power Transfer</i>	Demonstrating generosity and empowering people.
Tika Be true, valid, honest, genuine, sincere <i>Integrity and honesty</i>	Doing things right; doing the right things!