

POSITION DESCRIPTION

Position Title	Electorate Manager – General Election 2023
Group/Business Unit	Voting Services, Operations Group
Location	Varies across Aotearoa/New Zealand
Date	August 2022
Reports to	Regional Manager

Position Purpose

The primary responsibility of the Electorate Manager is to lead the establishment and delivery of voting services for a community (electorate) to ensure maximum participation in the 2023 General Election. Some Electorate Managers will also have accountabilities in relation to Māori electorates.

The role of the Electorate Manager includes:

- Ensuring that voting services are carried out in accordance with legislation and, in a manner that maintains the integrity of the electoral system and the Electoral Commission
- Executing the delegated powers of the Returning Officer as outlined in the Electoral Act 1993
- Researching and developing an electorate plan for the delivery of voting services in the electorate
- Liaising with the electorate Registrar of Electors to lead engagement with the community about their voting service needs and how best to meet these needs with a focus on Māori participation in the electoral system
- Working with and supporting other Electorate Managers and the Registrar of Electors to ensure overall coverage of enrolment and voting services to New Zealanders
- Leading the process to recruit high calibre Headquarter Managers and other key electoral employees in the electorate
- Leading, developing, and supporting direct reports by fostering the sharing of ideas and building a collaborative team culture
- Overseeing the recruitment, training, and deployment of employees both at the electorate headquarters and voting places ensuring employees are reflective of the communities they serve
- Identifying accessible and secure locations for use as voting places in the electorate with input from local Māori communities
- Ensuring all procedures for the security of headquarters, voting places, voting materials and employees are adhered to
- Managing the electorate budget and delivering the agreed services within the allocated budget
- Traveling throughout the electorate and attending national training session in Wellington and Regional Training sessions.

Dimensions of the position for which the incumbent is accountable

Number of direct reports	Approximately 10-15 depending on your electorate
Number of indirect reports	Approximately up to 400 based on your electorate
Operating budget	Based on the type of electorate to be managed

Important Relationships

Internal

- Chief Electoral Officer
- National Manager Voting Services
- Chief Advisor Māori
- Regional Manager (for the electorate)
- Regional Advisor (for the electorate)
- Registrar of Electors (for the electorate)
- National Office Voting Services employees
- Managers of Enterprise Services (People & Culture Finance, Property, Health and Safety)
- Other Electorate Managers and their employees

External

- Electors and voters within the community/electorate
- Members of the public
- Registered political parties and electorate candidates
- Community organisations
- Rest Homes, Hospitals and Prisons in the electorate
- Suppliers, consultants and contractors

Accountabilities

Accountability Area	Deliverables / Outcomes
Planning	<ul style="list-style-type: none">• Develop, consult and implement an electorate plan to deliver voting services to your electorate. Including:<ul style="list-style-type: none">○ identifying opportunities to enhance participation in the General Election including focusing on Māori participation in the electoral system○ ensuring Māori input into delivery of electoral events through working closely with local Māori communities○ exploring/identifying what voting services are required by voters within and around your electorate○ identifying suitable locations for the placement of voting places within the electorate○ determining the employee resources required to deliver fit for purpose voting services for your electorate○ overseeing the development of a logistics plan○ identifying the budget required to deliver the identified services○ completing a risk management plan.• Provide input into the overall regional plan for the delivery of enrolment and voting services to New Zealanders.

Recruitment and Training	<ul style="list-style-type: none"> • Recruit headquarters managers, trainers, and other key electorate employees, ensuring quality appointments are made • Actively promote, recruit and train employees for electorate headquarters and voting places who reflect the community they will be providing services for • Collaborate with other Electorate Managers in the recruitment and training of employees • Ensure that enough quality employees are recruited and trained in accordance with the approved national processes and standards • Ensure that all Electoral Commission policies and processes for recruitment and training are adhered to • Attend and actively participate in national based training events, based in Wellington, during February, May, and June 2023.
Operational Delivery	<ul style="list-style-type: none"> • Communicate with your Regional Manager, Regional Advisor, Registrar of Electors, and National Office and operate in a no surprises environment • Implement the electorate plan for the delivery of enrolment and voting services, noting some electorates will have accountabilities in relation to Māori electorates, including: <ul style="list-style-type: none"> ○ establish, resource, manage, and then close your electorate headquarters in the required timeframes ○ ensure that all personal information, voting materials and supplies are managed in a secure manner ○ ensure headquarters and voting places are managed in a manner that provides security and safety to employees, visitors, and voters ○ support the Electoral Commission participation programmes for hard-to-engage voters ○ actively identify, manage, mitigate and record any risks/issues associated with the delivery of voting services in your electorate ○ ensure voting services are delivered in accordance with the Electoral Commission's policies and procedures ○ ensure that all finance/human resources records are maintained and securely stored as per the Commission's policies and procedures. • Support other Electorate Managers and Registrar of Electors in the delivery of election services to New Zealanders

	<ul style="list-style-type: none"> • Ensure employees act in a politically neutral manner and are seen to be politically neutral in dealings with the public both inside and outside the workplace.
Leadership and Employee performance	<ul style="list-style-type: none"> • Recruit and build a collaborative, effective, cohesive and high performing team • Consult and communicate effectively with your team • Undertake performance management, including setting clear expectations and monitor performance • Lead and supervise employees to ensure services are delivered to the required standard • Adhere to and promote the Electoral Commission's standards and objectives • Ensure employment issues are managed in accordance with the Electoral Commission's policies and procedures including escalating issues to your Regional Manager.
Team Effectiveness	<ul style="list-style-type: none"> • At your headquarters and across your electorate ensure your team is operating effectively • Foster a collaborative approach across your electorate and your region enabling a sharing of knowledge and new ideas • Contribute to team effectiveness by offering value added suggestions, providing learning feedback/comments and support to others, which aim to improve team performance and motivation, and assisting other members of the team • Provide back-up support to team members in times of absence.
Finance	<ul style="list-style-type: none"> • Clarify budget requirements with your Regional Manager • Adhere to the Electoral Commission's policies and processes relating to the expenditure of public funds • Record and file all transactions consistent with the Electoral Commission's procedures • Monitor your electorate budget and address any issues promptly and appropriately.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with internal and external stakeholders, including political parties and / or candidates and local Māori communities • Work with other Electorate Managers and Registrar of Electors to ensure that enduring relationships are built with communities, partners, and stakeholders • Maintain high ethical standards of conduct.

Health and Safety

- Comply with the Commission's health and safety policies and procedures
- Implement the required health and safety measures for your electorate headquarters and voting places
- Take reasonable care for your own health and safety and that of others at work
- Take action to improve health and safety record of the workplace. Ensuring 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:**

- Relevant experience as a Senior Manager or event organiser.
- Solid level of computer literacy, including Microsoft Word, Excel, Outlook and the ability to quickly learn election-based IT systems
- Good relationship management and interpersonal skills.

Experience and knowledge profile:

- Proven experience in supporting operations, such as significant large events
- Experience in overseeing the delivery of high-quality services to customers
- Ability to work independently while delivering to prescribed Electoral Commission policies and procedures and to achieve the organisational objectives
- High level planning and organisational skills
- Demonstrated experience in professionally recruiting, leading, and managing operational teams to successfully deliver services to customers
- Experience of leading, mentoring and influencing people to succeed in the delivery of objectives
- A good understanding of the different groups/cultures within the community /electorate
- Knowledge, experience, and capabilities working with Māori is valuable
- Ability to develop and maintain enduring and effective working relationships with a broad range of people
- Understanding of, and experience in managing risks
- Proven ability to problem solve using analysis and sound judgement
- Experience at effectively managing a budget
- High level of flexibility and an ability to multitask
- Ability to work under pressure and meet deadlines
- Ability to see the bigger picture, but also able to understand the detail and the impact on individuals.

Desirable Experience and knowledge profile:

- Well-connected in your community including with local Māori communities with experience in engaging with a wide range of community groups and community leaders
- Knowledge / awareness of Te Reo, Tikanga Māori and the Treaty of Waitangi
- Experience of working in the delivery of previous elections

Key Competencies Required:

- **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 herself/himself.
- **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.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops work schedules and task/people assignments; anticipates and adjusts for roadblocks; measures performance against goals; evaluates results.
- **Organising:** Can marshal resources (people, funding, material, support) to get things done; can arrange and coordinate multiple activities at the same time to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
- **Managing and Measuring Work:** Clearly assigns responsibility for tasks and decisions, sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **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.
- **Motivating Others:** Creates a climate in which people want to do their best; can motivate diverse direct reports and team or project members; can assess each person's hot button and use it to get the best from them; delegates tasks and decisions down; invites input from team members and shares ownership and visibility; makes each individual feel her/his work is important; is someone people like working for and with.
- **Problem Solving:** Uses rigorous logic and methods to solve complex problems with effective solutions; probes all potential sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and does not stop at the first answers.

Public Service Introduction

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>).

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

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 translation	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!