

POSITION DESCRIPTION

Position Title:	Senior Learning and Development Advisor
Organisation:	Electoral Commission
Location:	Wellington
Version Date:	July 2021
Reports to:	Manager, Enrolment and Community Engagement - Operations

Position Purpose

The primary purpose of the Senior Learning and Development Advisor role is to deliver efficient, high calibre, and timely learning and development initiatives, and to meet the ever-changing needs of the business and its people. This will involve identification, design, development and implementation of Enrolment and Community Engagement (ECE) operational and change training, including training materials and delivery. A key new initiative to deliver will be the training components of the Training Implementation Programme from the ECE work plan.

The Senior Learning and Development Advisor will also have a major role in validating current state and future needs of ECE operational and change training in order to identify any capability gaps that will require remedial action to upskill ECE capability. The outcome of that assessment is to be recorded in a training prioritisation matrix that would feed into the wider ECE work matrix.

The Senior Learning and Development Advisor will regularly work collaboratively with the Voting Services and Corporate Services L&D and Capability Teams.

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:

- 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:

Our Values outline the expectations the Commission can have of us, and the expectations that we can have of the Commission. These mutual responsibilities influence the way we go about our business. Together each day we apply Our Values, which encompasses:

Taumata Values Framework:

Ngā Uara / Values <i>translation</i>	Explanations
1. Tūhonotanga (v) to join, bond, attach, connect. <i>Connecting / building and maintaining relationships</i>	Bringing people together to increase participation in democracy.
2. Aratakina (v) to conduct, lead, point out, guide. <i>Knowledge Transfer</i>	Guiding towards greater understanding
3. Uakaha (n) vigour, energy, dynamism, enthusiasm. <i>Energy / dynamism / innovation</i>	Being dynamic and energetic in what we do
4. MAnaakitanga (n) hospitality, kindness, generosity, support. <i>Power Transfer</i>	Demonstrating generosity and empowering people.
5. TikA (adj.) be true, valid, honest, genuine, sincere. <i>Integrity and honesty</i>	Doing things right; doing the right things!

Dimensions of the position for which the incumbent is accountable:

Number of direct reports	None
Number of indirect reports	None
Operating budget	None
Other [delegation levels]	None

Important Relationships:

Internal:

- Chief Electoral Officer
- Electoral Commission Board
- Commission Managers and Staff, including permanent and temporary field staff.

External:

- Members of the public
- Community organisations
- Ministry of Justice
- Other public sector organisations
- Suppliers, consultants and contractors.

Accountabilities:

Accountability Area	Deliverables / Outcomes
<ul style="list-style-type: none">• Planning, Design and Implementation	<p>Play a lead role in the continuous improvement of electoral processes by:</p> <ul style="list-style-type: none">• Designing and developing quality learning content, materials and resources that are aligned to the Commission's business objectives• Conducting training needs analyses• Providing advice and training options to managers and staff• Creating and clearly articulating thorough training solutions that are specifically targeted to the end user. This will include problem definition, analysis of business needs, and design of training and learning and development solutions.• Supporting simulations and user-testing of new design prototypes prior to implementation• Ensuring successful administration and implementation of training sessions and programmes, including post execution evaluations• Practicing a continuous improvement approach by reviewing your own work methods and maintaining a positive approach to solving problems/issues• Maintaining and administering e-learning across the Commission.
<ul style="list-style-type: none">• Learning, Development and Training Strategy	<p>Assist with the design and development of the Commission's L&D strategy:</p> <ul style="list-style-type: none">• Maintain a current and practical instructional design framework• Maintain L&D curriculum planning including learning pathways• Maintain a 'model' training programme: for example - Community Liaison staff.
<ul style="list-style-type: none">• Business Support, Advice and Skills	<p>Be a key factor to ensure a variety of learning methods are available that provide optimal and effective learning and development applications:</p> <ul style="list-style-type: none">• Able to demonstrate an in-depth understanding of the training cycle and adult learning theory and apply both in a practical context• Proven influencing skills: ability to gain credibility at all levels• Can "sell" the benefits of on-going learning and development, and capability building• Providing effective, timely training and learning and development support and advice to field and National Office staff• Supporting the delivery of training to National Office or field staff, as required.
<ul style="list-style-type: none">• Information Gathering and Analysis	<ul style="list-style-type: none">• Ensure a sound knowledge basis for future advice by monitoring training developments, reviewing literature, collecting data/information, and liaising with internal and external groups• Contribute to the quality of the ECE team's operational advice and related efforts, by actively participating in policy and operational

	<p>discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results</p> <ul style="list-style-type: none"> • Undertake research, analysis and reporting as required.
<ul style="list-style-type: none"> • Project Support 	<p>A lead contributor to key projects design, development and delivery by:</p> <ul style="list-style-type: none"> • Reviewing existing corporate L&D policies, learning resources and staff feedback to identify knowledge and skill gaps for both permanent and event-based staff • Reviewing the approach to design, development, delivery implementation, and evaluation with a view to optimise learning and development and build the capability of Commission staff • Translating complex processes into engaging, accurate and effective training deliverables • Strong project management skills.
<ul style="list-style-type: none"> • Relationship Management 	<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 and maintaining a quality oriented, timely, and service-focussed approach in work programmes and services provided • Maintain high ethical standards of conduct.
<ul style="list-style-type: none"> • Team Effectiveness 	<ul style="list-style-type: none"> • Contribute to team effectiveness by offering value adding suggestions at meetings, providing learning feedback /comments and support to others which aim to improve team performance and assist other members of the team.
<ul style="list-style-type: none"> • Health and Safety 	<ul style="list-style-type: none"> • Take reasonable care for your own health and safety and that of others at work • Complies 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. • Ensure timely and accurate reporting of any hazards and potential hazards so that they may be remedied.

Person Specifications

Qualifications and Technical Skills:

- A relevant tertiary qualification and/or equivalent experience
- Broad knowledge in an operational context of best practice training and learning and development
- Proven experience in advising and supporting on-the-job operational training and learning and development.

Experience and Knowledge Profile:

- Ability to translate strategy into operational delivery
- Relationship management skills and ability to work in a team
- Planning and organisational skills
- Ability to work with detail but understand the bigger picture
- Problem analysis skills and good judgement
- High level of flexibility and ability to multi-task
- Strong written and verbal communication skills.

Key competencies required:

- **Analytical Skills:** Ability to identify issues and analyse information to make considered decisions. 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 answers.
- **Good Judgement:** Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Teamwork:** The ability to quickly find common ground and solve problems for the good of all, representing his/her own interests and yet being fair to others in the group. The ability to solve problems with peers with a minimum of noise and is seen as a team player and cooperative easily gaining the trust and support of peers. Encourages collaboration and can be candid yet tactful with peers.
- **Environment Awareness:** Awareness of the economic, political, social and cultural context in which the individual and the Electoral Commission operate.
- **Communication:** The ability to express thoughts and ideas with clarity and present a consistent point of view both orally and in a written format.
- **Continuous Improvement:** The ability and desire to seek and use better ways of doing things (to improve one's personal and the Electoral Commission's performance).
- **Professional Integrity:** The ability to act in a manner that conveys high personal and professional standards consistent with the principles of importance to the Commission and the State Sector. Develops and maintains trust and is seen to be someone who presents the unvarnished truth in an appropriate and helpful manner, keeping confidences, admitting mistakes and does not misrepresent him/herself for personal gain.