

POSITION DESCRIPTION

Position Title	Community Liaisons
Organisation	Electoral Commission
Location	TBC
Date	March 2018
Reports to	Registrar of Electors

Position Purpose

The Community Liaisons, under the direction of the Registrar of Electors and their Deputies, will work in the community within a designated geographical area to promote the value of participation in the New Zealand electoral system.

The purpose of the Community Liaison is to:

- Encourage and inspire eligible electors to be continuously enrolled so they can participate in electoral events
 - General Elections
 - Māori Electoral Options
 - Local Authority elections
 - Petitions
 - Referenda
- Assist in developing and foster existing relationships within the community,
- working to develop and implement local plans, based on evidence of the needs of local communities, which encourage participation in electoral events
- Work effectively with other Registrars of Electors, Commission Staff and stakeholders to achieve national objectives

The role requires that Community Liaisons work flexible hours, including weekend work, as required. Travel within a number of designated electorates may be required to undertake engagement with the public, and working partnerships, and to fulfil public speaking engagements. Travel outside the region may also be required and could include overnight stays.

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.

What we do

Our core activities are:

- Maintaining New Zealand's electoral roll;
- Delivering parliamentary elections and referendums.

We also conduct the Māori Electoral Option and support the Representation Commission to redraw electoral boundaries after each population Census.

In all of our activities we aim to make it easy for the public to enrol and vote, promote understanding of New Zealand's democratic processes, and encourage participation.

Our Vision

New Zealanders trust, value and take part in parliamentary elections

Our contribution:

- 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

Accountabilities

Accountability Area	Deliverables / Outcomes
<ul style="list-style-type: none"> • Participation and engagement with the public 	<ul style="list-style-type: none"> • Attend agreed training, events and appointments. • Provide the public with information about New Zealand's system of democracy, how the system works and what they need to do to participate. • Enrol eligible public to vote, and where appropriate update details for those already enrolled. • Respond to routine questions and requests from the public in line with the Commission's policies and procedures. • Identify gathering places and/or community events where a presence may encourage disengaged people to enrol and vote. • Visit only locations and community events approved by the local Registrars of Electors. • Provide regular and comprehensive feedback to the Registrar of Electors around the activity that you carry out. • Attend and contribute to staff briefings and debriefs as required. • Set up, pack up and maintenance of equipment (Pull up screens, Posters, storage equipment, give-aways, etc.). • Maintain a neat and tidy appearance wearing the uniform provided. • Conduct activities in an efficient and professional manner at all times.
<ul style="list-style-type: none"> • Security of information 	<ul style="list-style-type: none"> • Keeps the electoral roll information and forms secure at all times and security procedures are adhered to ensuring assets are secure at all times. • Media relation should only be conducted after direction from the Registrar. • Divulge only information as allowed under the Electoral Act 1993. • Maintain strict levels of confidentiality at all times when handling elector details and being privy to Electoral Commission information that is not within the public domain

<ul style="list-style-type: none"> • Relationship Management 	<ul style="list-style-type: none"> • Ensure that business relationships are developed and maintained at an agreed level. • Maintain high ethical standards of conduct
<ul style="list-style-type: none"> • Neutrality 	<ul style="list-style-type: none"> • Maintain political neutrality by not furthering the interests of, supporting or promoting, a political party, candidate or political issue while employed by the Electoral Commission (this extends to the use of social media).
<ul style="list-style-type: none"> • Workplace Effectiveness 	<ul style="list-style-type: none"> • Contribute to the Commission's effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments and support to others which aim to improve team performance and assisting 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 • Ensure timely and accurate reporting of any hazards and potential hazards so that they may be remedied • Comply with the Commission's health and safety policies and procedures. • Ensure equipment and work areas are well maintained.

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

- Registrar of Electors
- Deputy Registrar of Electors
- Any other Commission Staff including permanent and temporary field staff

External

- Members of the public
- Community organisations including but not limited to:
 - Schools
 - Marae
 - Community Groups
 - Universities

Person Specifications

Qualifications and technical skills

- Sound working knowledge of Audio Visual Equipment and Microsoft applications (especially PowerPoint) is desirable if required to do presentations
- Current driver licence and ability to undertake domestic travel

Experience and knowledge profile:

Essential

- Ability to build knowledge of community and required networks
- Excellent communication skills with the ability to build and maintain effective internal and external working relationships
- Ability to effectively and confidently communicate with a range of individuals as well as large groups, through conversation, presentations, activities and other interactive means.
- Ability to work independently yet under set direction
- Ability to work effectively under pressure to meet deadlines while remaining composed and demonstrates a positive attitude at all times
- Ability to take initiative combined with sound judgement
- Proactive and energetic, welcomes challengers and seizes opportunities

Desirable

- Past engagement, sales, promotional or retail experience
- Established involvement and/or networks within the local communities
- Experience in the delivery of presentations with the ability to apply national strategies and material

Key Competencies Required

- **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.
- **Good Judgement:** Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement; 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.
- **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.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal.
- **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.