

POSITION DESCRIPTION

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| Position Title | Electorate Manager – 2020 General Election |
| Group | Electoral Commission – Te Kaitiaki Take Kowhiri |
| Location | Varies across Aotearoa/New Zealand |
| Date | June 2019 |
| Reports to | Regional Manager |

Position Purpose

This is an opportunity to be a key driver and influencer in delivering superior election services in New Zealand.

The Electoral Commission is 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.

This position is responsible for contributing to the Electoral Commission vision of maintaining a healthy democracy, through participation, by ensuring New Zealanders:

- have **trust** in the electoral process;
- **understand** the electoral system; and
- **value** their vote and take part

As one of up to 66 Electorate Managers, you will play a key leadership role in maximising participation in the 2020 General Election by establishing and managing the delivery of voting services for your community (electorate), and supporting other electorates.

You will:

- in consultation with your Electorate Registrar of Electors lead the engagement with the community about their voting service needs and how best to meet these needs;
- lead the delivery of voting services within your electorate, including the recruitment, training and deployment of staff both at your headquarters and voting places;
- work with and support other electorate managers and the Registrar of Electors to ensure overall coverage of enrolment and voting services to New Zealanders;
- execute the delegated powers of the Returning Officer as outlined in the Electoral Act 1993; and
- ensure that the 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.

The role is demanding and requires someone who:

- is customer focussed and has a passion for delivering quality services to New Zealanders;
- can not only see the bigger picture, but also understands the detail and the impact on individuals;
- evaluates what is required and has the drive and enthusiasm to ensure that it is implemented;
- can lead, mentor and influence people to succeed in the delivery of the Electoral Commission's objectives

- can build and maintain enduring working relationships at team, stakeholder and Electorate levels;
- can work under pressure and balance multiple priorities; and
- can work extended hours including weekends during the election period.

Time Commitment

The date for the 2020 General Election is not known until announced by Parliament. It is anticipated to be in the second half of 2020.

The role requires the Electorate Manager to be able to commit to between 30 and 33 weeks of predominately full time effort from March 2020 through to late 2020, depending on the date of the election. This will include extended hours and weekend work in the 8 weeks before and the four weeks after election-day.

The Electorate Manager will also be required to undertake travel throughout their electorate as well as attending national training sessions in Wellington and regional training sessions.

Accountabilities

| Accountability | Deliverables |
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| Planning | <ul style="list-style-type: none"> • Develop and consult on an electorate plan to deliver voting services to your electorate. Including: <ul style="list-style-type: none"> ○ identify opportunities to enhance participation in the General Election. ○ explore/identify what voting services are required by voters within and around your electorate. ○ identify the suitable locations for the placement of voting places within the electorate. ○ determine the resources (staff/logistics) for delivering fit for purpose voting services for your electorate. ○ input into the budget required to delivery the identified services. • 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"> • Actively promote and recruit personnel for electorate headquarters and voting places who reflect the community they will be providing services for. • Work with other Electorate Managers to recruit and train staff. • Ensure that sufficient number of quality staff 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 March and June 2019. |
| Operational Delivery | <ul style="list-style-type: none"> • Implement the electorate plan for the delivery of enrolment and voting services, 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 staff, 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 maintain and securely stored as per the Commission's |

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| | <p>policies and procedures.</p> <ul style="list-style-type: none"> • Support other Electorate Managers and Registrar of Electors in the delivery of election services to New Zealanders. • Actively communicate with your Regional Manager, Regional Advisor, Registrar of Electors, and National Office, and operate in a no-surprise environment. • Ensure staff 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 Staff 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. • Mentor and supervise staff 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. |
| 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. • Work with other Electorate Managers and Registrar of Electors to ensure that enduring relationships are built with community's; partners; and stakeholders. |
| Financial Management | <ul style="list-style-type: none"> • Adhere to the policies and procedures outlined in the Operations Manual relating to the expenditure of public funds • Monitor the Electorate budget and address any issues promptly and appropriately. • Correctly record and file all transactions in accordance with the Electoral Commission's procedures. |
| Health and Safety | <ul style="list-style-type: none"> • 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. • Comply with the Commissions health and safety policies and procedures. • Ensure timely and accurate management and reporting of any hazards and potential hazards to prevent harm. |

Skills, experience and knowledge needed to succeed in this position

Significant experience in:

- Demonstrated experience in leading and managing operational teams to successfully deliver services to customers;

- Ability to develop and maintain effective working relationships with a broad range of people;
- Ability to work independently while delivering to prescribed Electoral Commission policies and procedures and to achieve the organisational objectives;
- Professional and results-oriented approach with a customer focus;
- Sound decision-making ability;
- Understanding and experience in managing risks; and
- Ability to use the Microsoft based packages (Word, Excel, Powerpoint)

Desirable experience and knowledge

- Knowledge/awareness of Te Reo, tikanga Maori and The Treaty of Waitangi.
- Understanding of the electoral process.
- Familiarity with the diverse communities within your community/electorate.
- The ability to quickly learn election-based IT systems.

Key Competencies Required

- **Leadership:** Models exemplary behaviours, ethics and values and creates a sense of vision that engages and motivates people.
- **Managerial:** Establishes clear accountabilities, expectations and standards with staff, monitoring performance and providing coaching, mentoring and development to meet the business needs.
- **Resilience:** The ability to keep functioning effectively when under pressure and maintain self-control in the face of adversity. Remains calm composed and positive in stressful or high-pressured situations. Can recover quickly from any setbacks.
- **Team Building:** Ensures team members are working towards a common goal. Team members are valued equally and are supported in a way to achieve joint success. Constructive feedback is provided and good work is praised.
- **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.
- **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.
- **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.
- **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.

Dimensions of the position for which the incumbent is accountable

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| Number of direct reports | Between 10 to 20 depending on your electorate |
| Total number of direct/indirect reports | Approximately up to 400 based on your electorate |

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| Operating budget | Based on the type of electorate to be managed |
| Other [delegation levels] | Delegated powers of a Returning Officer as outlined in the Electoral Act 1993 HR delegations to recruit headquarters and voting place staff |

Important Relationships

Internal

- National Manager Voting Services
- Voting Services Team
- Regional Manager (for your electorate)
- Regional Advisor (for your electorate)
- Regional Electorate Trainers (for your electorate)
- Electorate staff
- Registrar of Electors (for your electorate)
- Other Electorate Managers and their staff

External

- Electors and voters within your community/electorate
- Community organisations
- Registered political parties and electoral candidates
- Members of the public
- Suppliers or landlords of voting places