

POSITION DESCRIPTION

Position Title	Project Leader – Enquiries 18-months, fixed term, 40 hours a week
Group	Electoral Commission
Location	National Office, Wellington
Date	September 2019
Reports to	Principal Advisor to Chief Electoral Officer

Position Purpose

The Project Leader is responsible for planning, developing and delivering and improved system for managing internal and external enquiries at the Electoral Commission. This will include:

- effective management of the assigned project through plan, implement and review phases of the project life cycle; and
- engaging subject matter expertise in researching and developing enquiries management methods, including across service desk solutions, information management, and call centre functionality.

The role requires someone who:

- has the drive and enthusiasm to lead a complex project through to completion;
- has a continuous improvement approach to work; and
- can work in a fast-paced environment where delivery is essential.

The Project Lead will support what is a cross-functional, strategic project in support of delivering the 2020 General Election.

Skills, experience and knowledge needed to succeed in this position

Qualifications and technical skills

- Relevant experience in:
 - public sector enquiries and/or communications management, including both internal and external-focussed systems;
 - establishing, configuring, and managing service desk, knowledge base and/or other information management systems; and
 - designing and implementing cross-system solutions and processes.
- A relevant tertiary qualification such as in IT (ITIL or ITSM accreditation desirable).
- Proven ability to manage stakeholders across a range of internal and external teams.
- A high level of computer literacy, including with service desk and knowledge base solutions.

Experience and knowledge required for effective performance in the position

- Experience leading (whole or major components of) medium/large scale operational delivery projects, preferably within the public sector and in IT areas.
- Demonstrated understanding of project management methodology.
- Demonstrated understanding of enquiries management.

- Experience developing and delivering training materials.
- Experience in the design, development and implementation of practical business solutions.
- Experience using and a demonstrated understanding, of recognised business tools, processes and systems.
- Experience facilitating, negotiating and managing successful contracts with vendors and suppliers.
- Demonstrated leadership, communication and liaison skills with proven ability in relationship management.
- Experience in engaging with a variety of stakeholders both internally and externally.
- Experience developing written material that meets the business requirements while at the same time being targeted to the given audience.

Other experience and knowledge that is desirable:

- Practical knowledge and experience in managing electoral processes.
- People management skills.
- Experience working in the public sector.
- Understanding of IT strategies and standards at Government, and Office levels.
- An understanding of the public sector standard.

Understanding of:

- Electoral administration practices in New Zealand and internationally.
- Project and programme management methodologies.
- Methodologies for development of tests and simulations.

Areas you may be involved in include:

- Process development and improvements, IT solution evaluation, testing and simulations.

Accountabilities

Accountability Area	Deliverables / Outcomes
<ul style="list-style-type: none"> • Project Management 	<ul style="list-style-type: none"> • Leading key development and delivery for a key support project for the 2020 General Election and beyond. • Managing a project team structure involving staff from across the Commission's functions and potentially temporary staff. • Maintaining awareness of other projects and potential dependencies across these. • Ensuring the enquiries project is delivered according to time, cost, and quality standards or goals by: <ul style="list-style-type: none"> ○ defining project scope, work schedule and budget with project sponsor (i.e. using a project plan or research proposal) ○ identifying resource requirements to meet the plan ○ monitoring progress against project milestones and deliverables in accordance with the project/research plan ○ providing regular reports on project status, budget, risks and issues in agreed format and within agreed timeframes ○ conducting a post implementation review where agreed to identify learning/improvement opportunities for the future.
<ul style="list-style-type: none"> • Design and Implementation 	<p>Contribute to the continuous improvement of electoral processes by:</p> <ul style="list-style-type: none"> • Creating and clearly articulating thorough business solutions that are targeted to the end user, through problem definition, analysis of business needs, design of operational solutions and development of supporting materials such as systems, manuals, and training materials.

	<ul style="list-style-type: none"> • Creating and delivering training materials to support business processes. • Supporting simulations and tests of proposed solutions prior to implementation. • Practicing a continuous improvement approach including review of work methods and proactively looking to diagnose and solve problems/issues. • Ensuring design and implementation factors in any need to migrate data or other inputs from current systems.
<ul style="list-style-type: none"> • Business Support and Advice 	<p>Contribute to effective application and use of electoral systems by:</p> <ul style="list-style-type: none"> • Providing a leadership role to promote the wider National Office and field understanding of aspects of electoral management within your area of expertise. • Providing effective, timely technical support and advice to field and National Office staff within your areas of expertise. • Providing supervision of temporary/contract staff and oversight of their programmes. • Delivering training to National Office or field staff, as required. • Continually seeking to widen your areas of expertise in electoral management. • Leading areas of or contributing to strategic planning and post-election reviews.
<ul style="list-style-type: none"> • Financial Management 	<ul style="list-style-type: none"> • Develop budgets based on agreed project work programmes, organisational priorities and affordability. • Identify, communicate, and manage budget requirements. • Meet organisation financial/budgeting requirements by managing the adherence to approved budgets and by managing communication of, and applying strict accountability systems for, expenditure, including the monitoring and reporting of expenditure.
<ul style="list-style-type: none"> • Relationship Management 	<ul style="list-style-type: none"> • Contribute to the Commission's effectiveness 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. • Manage external vendor relationships, such as with IT solution providers.
<ul style="list-style-type: none"> • Information Gathering and Analysis 	<ul style="list-style-type: none"> • Ensure a sound analytical basis for project decisions through researching and monitoring key system requirements, collecting data/information, and liaising with groups. • Oversee the quality of the project team's advice and reporting, by encouraging the use of sound research and analysis methodology and assisting team members to achieve quality results.
<ul style="list-style-type: none"> • Team and Workplace Effectiveness 	<ul style="list-style-type: none"> • Contribute to the Commission's effectiveness by offering valued input at meetings, providing learning feedback/comments and support to others which aim to improve team performance and staff motivation, and assisting other members of the team. • Apply Good Employer principles as set out in the Crown Entities Act 2004. • Maintain link with the wider Commission L&D team to ensure integration and consistency of training delivery.
<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. • 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 hazards and potential hazards so that they may be remedied.

Dimensions of the position for which the incumbent is accountable

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

Important Relationships

Internal

- Chief Electoral Officer
- National Manager Voting Services
- Other members of the Senior Management Team
- Manager Electoral Events;
- Other staff in the National Headquarters, Electoral Commission;
- Regional Managers, and other field staff, including permanent and temporary field staff.

External

- Members of the public.
- Other public sector agencies who have an interest or play a role in the delivery of elections;
- Community organisations;
- Registered political parties and electoral candidates;

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:** Quickly finds common ground and solves 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.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal, including through delivery of project benefits within agreed timeframes.
- **Analytical Skills:** Is able to identify issues and analyse information to make considered decisions. Uses rigorous logic and methods to solve difficult problems with effective solutions; probes 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 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.
- **Environmental Awareness:** Awareness of the economic, political, social and cultural context in which the individual and the Electoral Commission operate.
- **Communication:** Able 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
- **Commitment to EEO:** The ability to apply EEO principles in the workplace

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 Maori 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

The vision can be achieved 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 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.