

POSITION DESCRIPTION

Position Title	Project Leader – Overseas Voting Project
Period	Fixed-term through to 18 December 2020
Group	Electoral Commission – Te Kaitiaki Take Kowhiri
Location	National Office Lower Hutt (from March 2020)
Date	June 2019
Reports to	Project Manager Overseas Voting

About the Commission

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 health democracy, through participation, by ensuring New Zealanders:

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

This role

This position will contribute to the successful delivery of voting services to overseas and dictation service voters.

You will:

- develop the business policy, procedures, and supporting documentation for the issuing a receipt of overseas, remote and dictation votes;
- lead small teams to issue and receive voting papers for 2020 General Election;
- ensure issuing and receipt policy and procedures are being adhered to; and
- undertake quality assurance checks at determined periods.

The role is demanding and requires someone who:

- is outcome oriented with a customer focus
- is a people person and able to build and maintain strong relationships
- has good organisation, time management, and planning skills
- is IT savvy – Microsoft suite plus quickly learn in-house systems
- can make sound and robust decisions.
- has a continuous improvement approach to work and a desire to deliver high quality outcomes to New Zealanders
- is able to work under pressure and balance multiple priorities
- is able to work extended hours including weekends during the election period

Skills, experience and knowledge needed to succeed in this position

Experience and knowledge required for effective performance in the position

- Demonstrate the ability to identify and articulate issues or opportunities, then design and implement appropriate solutions.
- Demonstrated communication and liaison skills with proven ability in relationship management.
- Experience in leading small / groups of people to undertake tasks in accordance with set procedures.
- Experience in working in a high paced operational environment.

Other experience and knowledge that is desirable:

- Practical knowledge and experience in managing electoral processes
- Experience working in the public sector and an understanding of public sector standards
- High level of computer literacy

Dimensions of the position for which the incumbent is accountable

Number of direct reports	up to 6 (during election period)
Total number of direct/indirect reports	Up to 10 (from June 2020) Up to 30 (from July 2020) Up to 60 across shifts during the two-week election period
Operating budget	None
Other [delegation levels]	None

Important Relationships

Internal

- Manager Voting Services;
- Principal Advisor – Voting Services
- Project Manager – Overseas
- Other overseas Project Leaders
- Voting Services and Enrolment & Community Engagement teams
- Chief Electoral Officer and other staff in the Electoral Commission

External

- Overseas, remote and Dictation Service voters
- New Zealand Government Agencies including Ministry of Foreign Affairs, Ministry of Primary Industries, Maritime New Zealand, New Zealand Defence Force and New Zealand Police.
- Members of the public

Accountabilities

Accountability Area	Deliverables / Outcomes
Design and Implementation	Contribute to the continuous improvement of services to Overseas and Dictation Service voters by: <ul style="list-style-type: none"> • Identifying areas of improvement and developing appropriate documentation to enable a decision to be made. • 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. • Engage with subject matter experts to ensure solutions are fit for purpose. • Undertake simulations and testing of new design prototypes / process prior to implementation.
Operational Delivery	Contribute to efficient and effective delivery of services to Overseas and Dictation Service voters by: <ul style="list-style-type: none"> • Managing the team responsible for the issuing and receipt of voting materials. • Co-ordinate with the Project Leader – HR and Training to ensure there are sufficient staff available for vote issuing/receipt activities. • Undertake quality assurance checks to ensure policies and procedures are being correctly implemented. • Manage the responsible to voter enquiries concerning voting • Support the Project Manager and other Project Leaders in the delivery of services to Overseas and Dictation voters. • Support the Project Manager report on the delivery of services and conduct a post-election review.
Project Management	Lead / contribute to the successful delivery of services to Overseas and Dictation Service voters by: <ul style="list-style-type: none"> • Ensuring projects are delivered on time, to cost and quality standards by: <ul style="list-style-type: none"> ○ identifying resource requirements to meet the plan, this may include the oversight of Team Leaders, contractors and temporary staff ○ monitoring progress against project milestones and deliverables in accordance with the project plan ○ actively managing any risks or issues ○ maintaining appropriate registers ○ providing regular reports on project status ○ conducting a post implementation review to identify learning/improvement opportunities for the future

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 staff motivation, and assisting other members of the team.
Relationship Management	<ul style="list-style-type: none"> Contributes to higher effectiveness levels for the Commission by identifying developing, and maintaining an appropriate network of contact. Ensures 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.
Workplace Effectiveness and Corporate Contribution	<ul style="list-style-type: none"> Applies and manages application of Good Employer principles as set out in the Crown Entities Act 2004. Maintain a high ethical standard of conduct.
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.

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 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.
- 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
- **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.