



## POSITION DESCRIPTION

<b>Position Title</b>	<b>Operations Support Assistant</b>
<b>Group</b>	Enrolment and Community Engagement
<b>Location</b>	Wellington
<b>Date</b>	April 2021
<b>Reports to</b>	Operations Support Manager

### Position Purpose

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The purpose of the position is to assist the Electoral Commission in maintaining public confidence in the enrolment and voting system, by:

- Providing efficient and effective administration and operational support for internal and external customers of the Enrolment and Community Engagement and Voting Services groups.

The Operations Support Assistant will actively participate in all office duties assigned to them by the Operations Support Advisor/ Operation Support Manager.

### Electoral Commission – Te Kaitiaki Take Kōwhiri

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#### 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:

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New Zealanders trust, value and take part in parliamentary elections.

#### Our Strategic Mission:

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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
<b>1. Tūhonotanga</b> (v) to join, bond, attach, connect. <i>Connecting / building and maintaining relationships</i>	Bringing people together to increase participation in democracy.
<b>2. Aratakina</b> (v) to conduct, lead, point out, guide. <i>Knowledge Transfer</i>	Guiding towards greater understanding
<b>3. Uakaha</b> (n) vigour, energy, dynamism, enthusiasm. <i>Energy / dynamism / innovation</i>	Being dynamic and energetic in what we do
<b>4. MANaakitanga</b> (n) hospitality, kindness, generosity, support. <i>Power Transfer</i>	Demonstrating generosity and empowering people.
<b>5. TikA</b> (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
Total number of direct/indirect reports	None
Operating budget	None
Other [delegation levels]	None

## Important Relationships

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### Internal

- Chief Electoral Officer
- Electoral Commission Board
- Commission Staff including permanent and temporary regional staff

### External

- Members of the public
- Community organisations
- Ministry of Justice
- Other public sector organisations
- Suppliers, consultants, and contractors
- Political parties, third parties and electoral candidates
- Overseas Electoral agencies

## Accountabilities

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Accountability Area	Deliverables / Outcomes
<ul style="list-style-type: none"><li>• <b>Administrative Support</b></li></ul>	<ul style="list-style-type: none"><li>• Contributes to the administrative functions of the Commission by<ul style="list-style-type: none"><li>○ Assisting with document management processes</li><li>○ Supporting the Operations Support Manager and wider Enrolment team.</li><li>○ Providing other administrative support functions as required.</li></ul></li></ul>
<ul style="list-style-type: none"><li>• <b>Project Support</b></li></ul>	<ul style="list-style-type: none"><li>• Contributes to the achievement of Electoral Commission objectives and legislative intent by:<ul style="list-style-type: none"><li>• Actively participating in projects and events providing efficient and effective support including;<ul style="list-style-type: none"><li>• Assisting with test and simulations of enrolment processes.</li><li>• Liaising with casual staff, suppliers, contractors and stakeholders as appropriate.</li><li>• Editing manuals (primarily using Microsoft Word and/or Adobe InDesign)</li></ul></li><li>• Supporting regional staff during events</li></ul></li></ul>
<ul style="list-style-type: none"><li>• <b>Processing</b></li></ul>	<ul style="list-style-type: none"><li>• Strong ability to perform assigned tasks swiftly and accurately</li><li>• Meets all required processing standards including maintaining complete and concise information, authentication processes and accuracy and timeliness outcomes.</li><li>• Analyses processing data to identify patterns and discrepancies.</li><li>• Collates accurate and relevant statistics where appropriate.</li><li>• Maintains accurate and appropriate client records</li></ul>
<ul style="list-style-type: none"><li>• <b>Discretion</b></li></ul>	<ul style="list-style-type: none"><li>• Divulge only information as allowed under the Electoral Act 1993</li><li>• Adhere to strict security procedures</li><li>• Follow documented procedures and specifications for the confidential storage of physical and electronic copies of elector's data</li><li>• 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</li></ul>

<ul style="list-style-type: none"> <li>• <b>Health and Safety</b></li> </ul>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety and that of others at work</li> <li>• 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</li> <li>• Ensure timely and accurate reporting of any hazards and potential hazards so that they may be remedied</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Relationship Management</b></li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that business relationships are maintained at an agreed level by maintaining a quality oriented, timely, and service-focussed approach in work programmes and services provided.</li> <li>• Maintains high ethical standards of conduct</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Information Gathering and Analysis</b></li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to the quality of the Commission's operational procedures and related efforts, by actively participating in discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Quality Systems and Service</b></li> </ul>	<ul style="list-style-type: none"> <li>• Contributes to the achievement of Commission goals against measures of time, cost and quality, by giving consideration to, and applying, these standards in day-to-day work.</li> <li>• Practices a continuous improvement approach by reviewing own work methods and maintaining a positive approach to solving problems/issues.</li> <li>• Ensures that service levels for internal and external customers meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.</li> </ul>

## **Person Specifications**

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### **Qualifications and technical skills**

- A relevant tertiary qualification and/or equivalent experience

### **Skills, experience and knowledge needed to succeed in this position**

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- Solution focused customer service
- Patient and empathic with the customer
- Highly effective written and verbal communication skills
- Advanced keyboard/computing skills
- Ability to be flexible
- able to juggle priorities

- Ability to remain calm under pressure or dealing with conflict
- Maintaining accurate log on internal and external systems

### **Key Competencies Required**

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- **Relationship Management:** the ability to build and maintain constructive professional relationships internal and external.
- **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 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.
- **Communication:** Able 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 within agreed timeframes.
- **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.