

Operations Manager, EL1

Position Details

Job Reference Number	V00332	Title	Operations Manager
Classification	EL1	Division/ Branch	Victoria State Office
Status	Ongoing, Full Time	Section	Operations
Salary Range	\$99,233 – \$111,825	Location	Melbourne CBD, VIC
Contact Person	Kath Gleeson	Contact Number	03 9285 7105
Date Applications Open	21 December 2017	Date Applications Close	18 January 2018

Agency Purpose



The Australian Electoral Commission (AEC) is an independent statutory authority established by the Australian Government to maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services, and targeted education and public awareness programs.

The AEC's values and commitments

The AEC values and commitments are an essential component of our operating environment and frame how AEC staff work. The AEC's focus is on electoral integrity through the values of **quality**, **agility** and **professionalism**.

Locations

The AEC is geographically diverse with a [National Office](#) in Canberra, a [State Office](#) in each state capital and a Northern Territory Office in Darwin. Each state is divided into electoral divisions (there are 150 across Australia), which may alter in accordance with changes to the distribution of electoral boundaries.

Work Environment

This position is located in the Victorian State Office, situated in the central business district of Melbourne. The position is within the Victorian Operations Team, which is responsible for people and workload management of the Victorian Divisional network. The objectives of the Team are to:

- Ensure workload is effectively managed and deadlines are met in accordance with national and

state work priorities.

- Build strong, capable and cohesive teams and ensure they function effectively throughout the election cycle.
- Ensure compliance with policy and procedure, and undertake ongoing quality assurance on work completed by the Divisional network. Provide follow-up and follow-through where quality outcomes are not apparent.
- Undertake performance management processes as required.
- Work closely with other Operations Managers to ensure consistency and cooperation between regions.
- Identify learning and development needs of staff on an ongoing basis, and liaise with key stakeholders such as the Learning Coordination Unit and the Operations Support Unit to ensure those needs are addressed.
- Facilitate innovative opportunities for on-the-job learning and training.
- Engage with the Operations Support Unit in order to contextualise data and provide technical advice and guidance to staff to ensure strong business outcomes.
- Anticipate and address risk, particularly as it pertains to the delivery of core business functions by the Divisional network and Victoria more broadly.
- Lead and participate in projects as required.
- Contribute to broader Victorian Business Plan outcomes and the Victorian Work Plan.
- Take carriage of key support and delivery plans as part of the Victorian Election Planning Matrix.

The AEC is committed to the APS values of being impartial, committed to service, accountable, respectful and ethical.

Job Summary

The State Management Team provides operational direction and leadership to divisional and state office staff in the areas of enrolment, elections, public awareness and business support. The successful candidate will plan, coordinate, manage and lead all activities associated with the functions of the Operations Team, under the guidance of the Director of Operations. In addition, state-based projects and activities will also form an important component of this position.

The AEC is seeking a flexible, positive and resilient leader and manager with demonstrated experience to lead a team in an operational setting to deliver outcomes with immutable deadlines in a high pressure environment over sustained period. Very strong people management and leadership skills are essential, and technical knowledge of AEC systems and processes would be an advantage.

What we can offer the successful candidate

- Positive team culture that values initiative and commitment
- Become an integral member of the APS
- Competitive salary with 15.4% super

Duties

The Operations Manager will perform the following duties:

1. Lead and manage the development of high performing, progressive and innovative teams;
2. Provide operational leadership including setting expectations, ensuring accountability of team members, compliance with policy and procedure, and integrity in all outcomes;
3. Ensure good corporate governance practices are implemented and maintained by teams;
4. Lead assigned project work and associated activities to achieve business outcomes;
5. Identify, implement and promote alternate business solutions that support future directions and achieve effective business outcomes;
6. Implement, monitor and evaluate compliance programs to ensure business activities are delivered in line with policy and procedures;
7. Work with the State Management Team in the construction of work plans and development of team goals and strategies to enable the section to meet its aims and objectives; and
8. Lead a team that demonstrably values health, safety and wellbeing, where employees are motivated, capable, engaged and valued.

Politically Sensitive Position

Any person who is, and is seen to be active in political affairs, and intends to publicly carry on this activity, may compromise the strict neutrality of the AEC and cannot be considered.

Security Requirement

Applicants are asked to frame their statement of claims around the selection criteria headings – it is not necessary to address each individual dot point.

Selection Criteria

Applicants are asked to frame their statement of claims around the selection criteria headings – it is not necessary to address each individual dot point.

Shapes strategic direction

- inspires a sense of purpose and direction
- focusses strategically
- harnesses information and opportunities; and
- shows judgement, intelligence and common-sense

Achieves results

- builds organisational capability and responsiveness
- marshals professional expertise
- steers and implements change and deals with uncertainty; and
- ensures closure and delivers on intended results

Cultivates productive working relationships

- promotes a strong client focus
- nurtures internal and external relationships
- facilitates co-operation and partnerships

- values individual differences and diversity; and
- guides, mentors and develops people

Exemplifies personal drive and integrity

- demonstrates public service professionalism and probity
- engages with risk and shows personal courage
- commits to action
- displays resilience; and
- demonstrates self-awareness and a commitment to personal development

Communicates with influence

- adapt verbal and written communication style to different audiences and purposes
- communicate clearly
- listens, understand and adapt to an audience; and
- negotiate persuasively.

Order of Merit

An order of merit may be created and utilised within 12 months from the position being advertised.

How to apply

All applications must be submitted online at: <http://www.aec.gov.au/employment/> prior to the closing date.

Your application must include the following:

- An up to date resume
- A candidate coversheet
- A two page statement of claims addressing the selection criteria