

Divisional Office Clerk, APS Level 3

Position Details

Job Reference Number	Q00053	Title	Divisional Office Clerk
Classification	APS 3	Division/ Branch	Queensland
Status	Ongoing full time	Section	Gold Coast
Salary Range	\$57,745 - \$63,282	Location	Gold Coast
Contact Person	Miranda Hall	Contact Number	07 3049 2163
Date Applications Open	2 February 2018	Date Applications Close	16 February 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

The AEC has sites throughout Queensland. Multi divisional sites are located at Maroochydore, North Lakes, Ipswich, Brisbane City, Beenleigh and the Gold Coast. Each multi divisional site structure comprises a Manager (APS 6), and a number of staff ranging from APS 2 to APS 5 levels.

Single division sites are located at Toowoomba, Dalby, Mt Isa, Maryborough, Bundaberg, Gladstone, Rockhampton, Mackay, Townsville and Cairns. Each single division site consists of a Manager (APS 6), the Divisional Office Clerk (APS 3) and a part-time Divisional Office Assistant (APS 2). All sites are managed remotely by an Operations Manager from the Queensland Leadership Team.

When an election is announced, staffing rapidly expands to deliver this significant logistical event. Managing high risk and large scale projects with increased pressure, media, public scrutiny, short timeframes, and multiple logistical activities that are dependent on each other are some aspects of a federal election.

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

Job Summary

A versatile person is required to undertake a range of complex and challenging administrative functions in areas of enrolment and election management as well as project management and delivery. A function of the role is to process the more complex and special categories of enrolment work and undertake enrolment related project work. The role also takes on planning and project management of key election activities and leads the delivery of a number of projects in an election period. They also will provide first line supervision to a small team and provide quality assurance of the electoral roll. In an election the position may be required to lead a team and provide training to key staff who aid in the delivery of planned activities. The position normally reports to the Office Manager.

Working extended hours and managing key election projects with immutable deadlines during an election period is required for this role. This may include prolonged periods of data entry.

Our Ideal Candidate

The AEC is seeking a motivated and resilient person with the demonstrated ability to contribute to organisational outcomes and work collaboratively within a small team.

The successful candidate will possess a proven record in general administrative tasks, project management, team leadership, computer skills, including good data entry skills, and have the capacity to deliver staff training. A demonstrated commitment to building sustainable relationships with internal and external stakeholders whilst working collaboratively with peers and staff is also required.

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

Under general direction, and as a member of a small team, the Divisional Office Clerk will;

1. Undertake diverse electoral activities including maintenance of Commonwealth electoral rolls, investigating and reporting on cases of non-enrolment and non-voting, and the planning of and conduct of elections and referendums.
2. During an election period, supervise temporary workforce members, including providing work instruction, technical advice and support
3. Exercise delegation as a Returning Officer for Industrial and Commercial Elections
4. Provide face to face and telephone frontline customer service
5. Maintain a safe working environment by taking all reasonable steps to ensure compliance with OH&S requirements.

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

This position is a position of trust. The occupant must be able to obtain and maintain a baseline level security clearance, or hold a current security clearance of an appropriate level.

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.

Essential

Supports strategic direction

- Understands and supports the AEC's core business and objectives.
- Understands the work environment and contributes to team goals.
- Ability to think strategically, identify trends and influences that may impact on the achievement of business plans and work objectives.

Achieves results

- Commits to achieving quality outcomes and adheres to established procedures;
- Ability to undertake a diverse range of administrative duties, analyse and interpret financial data, knowledge of the use of software programs and automated business systems;
- Ability to take responsibility for managing own workloads, responding positively and flexibly to change, work efficiently and accurately, meet deadlines, work well under pressure and respond to the challenge of election periods;

- Demonstrated organisational and management support skills, and experience in planning and implementing election projects to completion.

Supports productive working relationships

- Builds and sustains positive relationships with colleagues and customers;
- Shares information and works collaboratively with team members.

Displays personal drive and integrity

- Demonstrated initiative, versatility, professional and ethical conduct;
- Willingness to use initiative, accept responsibility, accountability, challenges and new opportunities;
- Ability to apply the behaviours required by the APS values and the APS code of conduct.

Communicates with influence

- Sound written and oral communication skills and an ability to prepare reports and present information in a clear and concise manner to diverse audiences, including the ability to read interpret and present financial information;
- Capacity to consider different ideas, discuss issues thoughtfully and negotiate confidently;
- Proven ability to maintain confidential and sensitive information;

Desirable

- A current driver's licence.

Order of Merit

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

To apply

To apply, please provide a cover letter, a copy of your curriculum vitae along with your response to the following questions. Your response should be no more than two pages and include recent relevant examples and achievements, and demonstrate your abilities at the appropriate ILS level. Your response should be sufficiently comprehensive to assist the Selection Panel in assessing your skills, abilities and experience against the stated selection criteria for the role. If you require assistance in lodging your application, please do not hesitate to contact AEC Recruitment Services on 02 6271 4730.

- 1) Describe how you work effectively as a member of a team and contribute positively to a team's objectives.
- 2) A federal election is a large scale event where workloads increase significantly. It is a high pressure environment, with competing priorities and non-negotiable deadlines. Describe how

you would manage your workload in this situation. Please provide some relevant examples from your work experience.

- 3) During an electoral event the APS3 takes responsibility for planning and implementing a number of projects associated with the conduct of an election. Please provide some examples of your experience in managing projects and how you have constructed plans to deliver successful outcomes

How to apply

Apply online at: <http://www.aec.gov.au/employment/>