

# Divisional Office Assistant, APS Level 2

Position Details			
<b>Title</b>	Divisional Office Assistant		
<b>Classification</b>	APS 2	<b>Division/ Branch</b>	QLD
<b>Status</b>	Ongoing, Part Time	<b>Section</b>	Operations
<b>Salary Range</b>	\$49,702 - \$55,118 pro rata		<b>Location</b> QLD – Mackay; Maroochydore
<b>Contact Person</b>	Mackay – Nikki Horton Maroochydore – David McKenzie	<b>Contact Number</b>	Mackay – 07 4957 8525 Maroochydore – 07 5452 7371
<b>Date Applications Open</b>	Thursday, 07 September 2017	<b>Date Applications Close</b>	Thursday, 21 September 2017

## 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 and Northern Territory. Multi divisional sites are located at Maroochydore, North Lakes, Ipswich, Brisbane City, Beenleigh, Gold Coast and Darwin. 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). Office Staffing is supplemented by temporary employees as required and is managed remotely by an Operations Manager from the Queensland State Office located in Brisbane.

When an election is announced, staffing rapidly expands to deliver this significant logistical event. Working with the AEC during an election period typically requires an increase in working hours in an environment of increased pressure, media and public scrutiny, short timeframes, and multiple interdependent logistical activities.

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

## Job Summary

These positions are part-time and ongoing.

As a member of a small team, the Divisional Office Assistant contributes to a diverse range of activities that support electoral operations.

The role provides administrative support, undertaking and/or assisting with diverse electoral activities including maintaining electoral rolls; assisting in the planning and preparation of electoral events, public information and education programs. Activities in this position require high levels of data entry.

During an electoral event part-time employees are expected, at reasonable direction, to work outside their Standard or Agreed Work Pattern. This may include extended hours of up to 37.5 ordinary hours per week, as well as overtime throughout an electoral event.

## Our Ideal Candidate

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

Successful candidates will possess a proven record in general administrative tasks, 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

- A wide range and diversity of tasks.
- Plenty of training and development opportunities.
- Enjoy a competitive salary and 15.4% employer superannuation contribution.

## Duties

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

undertake and/or assist with:

1. 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. The provision of general office support and administration including counter and telephone enquiries, preparation of correspondence, using automated systems and maintaining office accounts, stores and supplies.
3. The engagement, training, supervision and payment of casual staff for the conduct of electoral events.
4. Maintenance of 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

There may be a requirement to maintain a security clearance or satisfy a character check.

## Selection Criteria

To apply for this position, provide a response to each of the following questions (a maximum **300 words per question**). Your responses should include relevant examples and achievements, and demonstrate your skills, abilities and experience at the APS 2 level. Information on the APS work level standards is available on the Australian Public Service Commissioner's [website](#).

1. What attracted you to the position as a Divisional Office Assistant in the Australian Electoral Commission (AEC) and what skills do you believe you can contribute to the position?
2. Provide an example of how you have contributed to the successful delivery of outcomes in a workgroup, particularly where you were under tight deadlines and periods of high workload volumes?
3. A client approaches the counter at the office and is extremely upset and angry. How would you deal with this situation?
4. The Australian Electoral Commission uses a variety of computer based systems to manage its work. Please describe your experience of working with office based computer systems and how you ensure the quality and accuracy of your work.
5. Considering the locations that have been advertised, please confirm the location/s you are applying for.

The AEC uses the Integrated Leadership System (ILS) as defined by the Australian Public Service

Commission, for selection of staff at this level. Further information relating to the leadership capabilities for this position can be found at <http://www.apsc.gov.au/learn/frameworks-and-guidelines/ils>

## Essential

Experience with the following technologies:

- Office 2013 – Word, Excel, Outlook;
- Internet Explorer.

## 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.

## 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 maximum 300 word response to each Selection Criteria question.

Please note: Candidates may be required to undertake psychometric testing as part of the selection process.