

Enrolment Supervisor, APS Level 4

Position Details

Job Reference Number	W00401	Title	Enrolment Supervisor
Classification	APS Level 4	Division/ Branch	Cockburn Larger Working Unit
Status	Ongoing	Section	WA Operations
Salary Range	\$64,360 - \$70,528	Location	Cockburn
Contact Person	Tracey Elliott	Contact Number	08 9412 6405
Date Applications Open	25 January 2018	Date Applications Close	8 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 immediate vacancy is located at the Cockburn Office which services the Divisions of Brand, Burt, Canning and Fremantle. More information about the Divisions can be found on our website, www.aec.gov.au. The staffing structure consists of EL 1, APS 6, 5, 4, 3 and 2 positions working as a team to deliver the AEC's program outcomes. Office staffing is supplemented by temporary employees as required. When an election is announced, the staffing expands to many hundreds, with

polling officials, temporary office staff and post polling day scrutiny staff – these staff will often only work for the AEC in an election delivery period and require intensive training and effective supervision to undertake their role.

The office is structured around two specialist streams aligned to the AEC's national program areas: enrolment (roll management) and elections. The enrolment (roll management) stream is responsible for the maintenance of an accurate and up to date electoral roll, the management of elector records including special category enrolment, and the management and conduct of roll management related election projects.

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

Job Summary

The Enrolment Supervisor is responsible for managing the day to day operations of the enrolment (roll management) stream.

Our Ideal Candidate

The AEC is seeking a motivated and resilient person with the demonstrated ability to contribute to organisational outcomes.

The successful applicant will have a demonstrated capacity to support change management processes, ensuring staff participation and consultation at all stages. Strong people management skills, the ability to build and sustain highly effective and collaborative relationships and a demonstrated commitment to creating a leadership culture that promotes trust and teamwork are essential characteristics/skills for the successful applicant.

What we can offer the successful candidate:

- Access to flexible working conditions
- Competitive remuneration including 15.4% superannuation
- Positive team culture that values initiative and commitment

Duties

1. Supervise the activities of the Enrolment (Roll Management) stream to ensure that it meets its business objectives by using effective communication, planning and organisation skills;
2. Manage the performance and development of direct reports by providing regular informal feedback, making effective use of the AEC's performance management and development programs;
3. Ensure enrolment processing is undertaken in an efficient and effective manner and in accordance with relevant legislation, policy and procedural guidelines;
4. Ensure the enrolment stream is consistent in its decision making and processing standards;

5. Monitor silent elector processing undertaken by the delegated staff to ensure that it is undertaken in a timely and consistent manner;
6. Maintain capabilities necessary to work flexibly across the AEC in the Cockburn LWU as required in the enrolment, election or community engagement streams including undertaking specific project and processing work as required;
7. Undertake the role of Returning Officer for Industrial and Commercial Elections.

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

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

The AEC is undergoing a period of significant organisational change. *The successful applicant will demonstrate in their response to the selection criteria their achievements and abilities to work in an operational setting to deliver outcomes in a highly scrutinised environment over sustained periods with immutable deadlines, which is expected during electoral events.* The applicant will also demonstrate their experience and skills to support change management process and contribute to a high performing team.

Please Note: 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/publications-and-media/current-publications/guide-to-the-ils-aps1-6>.

Essential

Supports strategic direction

- Understands and supports the AEC's vision, mission and business objectives and communicates that understanding to others.
- Understands the work environment and identifies issues and problems that may impact on the achievement of work objectives, contributing to the development of plans and strategies and team goals.
- Researches, analyses and interprets information to inform decision making.
- Thinks laterally, is innovative, identifies and implements improved work practices.

Achieves results

- Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes.
- Responds in a positive and flexible manner to change and uncertainty, sharing information with others and encourages cooperation in coping with change.
- Values specialist expertise and contributes own expertise to achieve outcomes for the business unit.
- Commits to achieving quality outcomes and adheres to documentation procedures, working to agreed priorities, outcomes, time constraints and assigned resources.

Displays personal drive and integrity

- Adopts a principled approach and adheres to the APS Values and Code of Conduct, consistently behaving in an honest, ethical and professional way.
- Takes personal responsibility for meeting objectives and progressing work, shows initiative and does what is required and supports a positive working environment.
- Reflects on own behaviour and recognises the impact on others, acknowledges mistakes and learns from them, seeks guidance and advice when required.
- Seeks self-development opportunities, is willing to learn new approaches and acquire new capabilities.

Supports productive working relationships

- Builds and sustains positive relationships with team members, colleagues, stakeholders and clients, providing courteous, prompt and professional service.
- Operates as an effective member of the team, working collaboratively, sharing information, skills and experience with other team members.
- Recognises the different working styles of individuals, and factors this into the management of people and tasks.
- Makes time for people and supports the contribution of others, gives timely praise and where appropriate, tackles under performance promptly, and acts on constructive feedback.

Communicates with influence

- Confidently presents messages in a clear, concise and articulate manner, focusing on key points, using appropriate, unambiguous language.
- Focuses on gaining a clear understanding by listening, asking clarifying questions and reflecting back, checks to understand own views have been understood and does not allow misunderstandings to linger.
- Approaches negotiations with a clear understanding of key issues, listens to and considers different ideas and discusses issues credibly and thoughtfully.

Desirable

Knowledge of Australian electoral processes including electoral legislation and parliamentary systems.

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