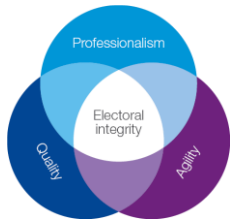


Divisional Office Clerk, APS Level 3

Position Details			
Position Number	Several	Title	Divisional Office Clerk
Classification	APS 3	Division/ Branch	QLD
Status	Ongoing, Full Time	Section	Operations
Salary Range	\$56,613 - \$62,041	Locations	Toowoomba (expected vacancy) Ipswich Maryborough Cairns
Contact Person	Gordon Marshall	Contact Number	(07) 3834 3416
Date Applications Open	Thursday 27 July 2017	Date Applications Close	Thursday 10 August 2017
Reports to	APS 6 Divisional Office Manager		

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). 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 full-time and ongoing.

As a member of a small team in the Divisional Office, the Divisional Office Clerk's primary role is to assist with the planning of, and preparation for, electoral events. The Divisional Office Clerk will undertake a diverse range of electoral activities including maintenance of the Commonwealth electoral roll and assisting the public. The position is also responsible for the planning and implementation of a number of key projects during an electoral event, and for leading a team of staff to deliver these projects successfully.

This position, at the direction of the Divisional Office Manager, will assist with other duties as required including Industrial and Fee for Service elections and non-election workloads.

Our Ideal Candidate

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

The successful candidates will possess a proven track record in general administration, project management and team leadership, good computer literacy, and the capability 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

As a member of a small team, the Divisional Office Clerk will:

1. Undertake diverse electoral activities, including the maintenance of the Commonwealth electoral roll, and the planning and implementation of tasks related to the conduct of electoral events.
2. Exercise delegation as a Returning Officer for Industrial and Commercial Elections.
3. Provide excellent customer service when interacting with the public in writing, on the telephone, and face to face.
4. Prepare routine correspondence, reports and returns, in connection with the operation of the Division, using automated systems.
5. Undertake the engagement, training, supervision, and payment of casual staff during electoral events.
6. Support new divisional office staff, including through the provision of technical training.
7. Maintain a safe working environment by taking all reasonable steps to ensure compliance with Work Health and Safety requirements.
8. Assist with National and State office projects as required.

Politically Sensitive Position

Any person who is, and/or 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 (maximum 300 words per question). Your responses should include relevant examples and achievements, and demonstrate your skills, abilities and experience at the APS 3 level. Information on the APS work level standards is available on the Australian Public Service Commissioner's [website](#).

1. During election periods, this role is required to manage a high workload with strict deadlines. Describe your involvement in a project that you helped plan and deliver. How did you manage the pressure and meet timeframes? What challenges did you have and what did you do to resolve them?
2. Provide a recent example of how you have contributed to the delivery of team outcomes. Describe your role and how you applied your skills to develop team work plans.

3. Describe a time when you had to overcome a difficult situation on your own. How did you go about resolving the situation?
4. Describe a situation where you had to deliver complex information to a person with limited knowledge. How did you deliver the information?

When responding to selection criteria, consider using the STAR method as a way of presenting information in your responses and examples:

- Situation - set the context by describing the circumstance where you used the skills or qualities and gained the experience.
- Task - what was your role?
- Actions - what did you do and how did you do it?
- Results - what did you achieve? What was the end result and how does it relate to the job you are applying for?

Please note: An up to date resume and completed [Candidate Coversheet](#) must be submitted with your application.

Desirable

A current, unrestricted, driver's licence is desirable but not essential.

Order of Merit

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

How to apply

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

When you lodge your application, please indicate your preferred location.