

# Divisional Office Manager, APS 6

## Position Details

<b>Job Reference Number</b>	Q00113	<b>Title</b>	Divisional Office Manager
<b>Classification</b>	APS 6	<b>Division/ Branch</b>	Gold Coast Area Office
<b>Status</b>	Ongoing, Full time	<b>Section</b>	Operations
<b>Salary Range</b>	\$77,092 - \$87, 313	<b>Location</b>	Robina, QLD
<b>Contact Person</b>	Theresa Leslie	<b>Contact Number</b>	07 3834 3446
<b>Date Applications Open</b>	21 September 2017	<b>Date Applications Close</b>	05 October 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 and a [State Office](#) in each state capital. 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. 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. Tasks during the Election period are likely to require an increase in working hours with increased pressure, media and public scrutiny, short timeframes, and multiple logistical activities that are dependent on each other.

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

## Job Summary

The AEC is seeking an experienced, innovative and motivated manager with a strong logistical and planning background and an interest in electoral administration. The primary function of this role is planning, leading and managing the functions of a divisional office and supervising a small number of administrative support staff. The Divisional Office Manager will have responsibility for the planning and delivery of activities associated with one or more of the AEC's enrolment, elections or education services program areas.

They will also be appointed to the role of Divisional Returning Officer (DRO) during election periods. The successful candidate will possess a proven record in the administration of major logistical events, excellent communication and negotiation skills and an ability to work in a prescriptive environment. A demonstrated commitment to building sustainable relationships whilst working collaboratively with the stakeholders, peers and staff is also required.

The successful applicant will report to an EL1 Operations Manager, based in Brisbane in the Queensland State Office.

The AEC is committed to the Australian Public Service Values of being **impartial, committed to service, accountable, respectful and ethical**. They are core components of a positive culture, stewardship, high performance, and leadership.

## Our Ideal Candidate

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.

## What we can offer the successful candidate

- Positive team culture that values initiative and commitment.
- Become an integral member of the Australian Public Service.

- Competitive salary with 15.4% super.

## Duties

The Divisional Office Manager will:

1. Lead and develop a high performing divisional office team that is forwarding thinking and innovative in contributing to State Office business plans and achieving organisational outcomes;
2. Ensure the quality and integrity of all electoral processes delivered by the divisional team through the setting of expectations and accountabilities for staff and the development and maintenance of a compliance culture;
3. Plan, implement, conduct and review elections and referendums;
4. Prepare complex correspondence, reports and reviews concerning operations and business outcomes;
5. Plan, prepare and deliver public awareness activities in line with the National and State Plan; and
6. Exercise the functions of a Divisional Returning Officer under the Commonwealth Electoral Act.

## You will also possess:

- A knowledge of the Australian Electoral process including electoral legislation and parliamentary systems (or the capacity to quickly acquire).
- An ability to efficiently respond to operational requirements in a changing environment to achieve continued success in organisational outcomes.
- Well-developed management style that provides clear direction, timely praise and recognition, constructive feedback and resolution in the case of under-performance.
- The ability to take charge through effective decision making and excellent problem-solving that you can apply in daily concerns through to important electoral judgments.
- A principled approach that adheres to Australian Public Service (APS) Values and Code of Conduct and operates within the boundaries of AEC organisational process and legal and public policy constraints.
- Persuasive negotiation capacities and use of unambiguous language that provides clarity, resolves issues promptly and ensures undeviating focus on the AEC's objectives.

## 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/Shapes strategic direction

- possesses (or can quickly acquire) knowledge of Australian electoral processes including electoral legislation and parliamentary systems;
- identifies broader factors, trends and influences that may impact on the achievement of work objectives;
- develops team's goals, strategies and work plans, thinks laterally and identifies and implements improved work practices;
- contributes to the state and divisional office management team and provides sound advice for the effective and efficient achievement of business outcomes.

#### Achieves results

- manages projects, including monitoring, prioritisation and adjusting milestones as required, and reviewing outcomes;
- applies technical and professional knowledge and expertise to manage a discreet business unit;
- makes effective use of individual and team capabilities to achieve work outcomes.

#### Supports/Cultivates productive working relationships

- builds and sustains positive relationships with a network of key people internally and externally, including other areas across government;
- works collaboratively and operates as an effective team leader;
- leads and manages people and work groups effectively;
- provides regular constructive feedback and manages performance.

#### Displays personal drive and integrity

- operates professionally, ethically and with integrity;
- accepts responsibility and accountability;
- commits to and models the behaviours required by the Australian Public Service Values and Australian Public Service Code of Conduct;
- promotes/encourages professional development and continued learning for self and staff.

#### Communicates with influence

- uses written and verbal communication that is clear and concise;
- listens, understands and creates opportunities for input from others;
- delivers effective presentations about electoral issues to a broad range of stakeholders, adapting style to suit the audience;
- negotiates persuasively with a clear understanding of key issues and resolves issues promptly.

## 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.

As part of your application you will need to provide:

- your current resume;
- a candidate coversheet stating the names and contact details of at least two referees, one of whom should be a current supervisor; and
- a (maximum) two page submission describing how your skills, knowledge, experience and qualifications would make you suitable for this role and meet the selection criteria.

Please ensure you refer to the work level standards and integrated leadership system (ILS). Your response should include recent relevant examples and achievements, and demonstrates 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 for the role.

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