POSITION DESCRIPTION

Position Title
Team Leader and EA to the Manager Corporate Services

Group/Business Unit
Electoral Commission

Location
Wellington

Date
March 2020

Reports to
Manager Corporate Services

Position Purpose
The primary responsibility of the Team Leader and Administration Assistant is to provide support to the Manager Corporate Services by:

- Delivering proactive and responsive high-quality administrative solutions for the Corporate Services Manager
- Leading and day-to-day management of a small team of administration assistants to facilitate the smooth running of administrative services across the Corporate Services group
- Establishing and maintaining efficient office processes and systems.

Electoral Commission – Te Kaitiaki Take Kōwhiri:

Who we are:
We are an independent Crown entity who works with and through communities to inform, engage and educate New Zealanders about the value of taking part in the electoral system.

Our objective under the Electoral Act 1993 is to administer the electoral system impartially, efficiently and effectively, and in a way that:

a) Facilitates participation in parliamentary democracy; and
b) Promotes understanding of the electoral system; and
c) Maintains confidence in the administration of the electoral system.

Our vision:
New Zealanders trust, value and take part in parliamentary elections.

Strategic mission:

New Zealanders trust, value and take part in parliamentary elections

The Commission wants New Zealanders to understand their electoral system, to have trust and confidence in our administration of their electoral laws, to find enrolling and voting easy, and to value and exercise their right to vote.
Our Values:

Our Values outline the expectations the Commission can have of us, and the expectations that we can have of the Commission. These mutual responsibilities are about the way we go about our business. Together each day we implement the Taumata Values Framework, which encompasses:

**TAUMATA – Values Framework**

<table>
<thead>
<tr>
<th>Ngā Uara / Values translation</th>
<th>Explanations</th>
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</thead>
<tbody>
<tr>
<td><strong>1. Tūhonotanga</strong>&lt;br&gt;To join, bond, attach, connect.&lt;br&gt;Connecting / building and maintaining relationships</td>
<td>Bringing people together to increase participation in democracy.</td>
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<tr>
<td><strong>2. Aratakina</strong>&lt;br&gt;To conduct, lead, point out, guide.&lt;br&gt;Knowledge Transfer</td>
<td>Guiding towards greater understanding</td>
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<tr>
<td><strong>3. Uakaha</strong>&lt;br&gt;Vigour, energy, dynamism, enthusiasm&lt;br&gt;Energy / dynamism / innovation</td>
<td>Being dynamic and energetic in what we do</td>
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<td><strong>4. MĀnaakitanga</strong>&lt;br&gt;Hospitality, kindness, generosity, support.&lt;br&gt;Power Transfer</td>
<td>Demonstrating generosity and empowering people.</td>
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<td><strong>5. TikA</strong>&lt;br&gt;Be true, valid, honest, genuine, sincere.&lt;br&gt;Integrity and honesty</td>
<td>Doing things right; doing the right things!</td>
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Our contribution:

New Zealanders will trust, and are more likely to value and take part in parliamentary elections if we:

- Act impartially, professionally and in accordance with the law
- Make participation easy
- Deliver timely and accurate results
- Are open to public, judicial and parliamentary scrutiny
- Continually improve our processes, procedures and service.

Dimensions of the position for which the incumbent is accountable:

<table>
<thead>
<tr>
<th>Number of direct reports</th>
<th>Three</th>
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<tbody>
<tr>
<td>Number of indirect reports</td>
<td>None</td>
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<tr>
<td>Operating budget</td>
<td>None</td>
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<td>Other [delegation levels]</td>
<td>None</td>
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</tbody>
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Important Relationships:

**Internal**

- Chief Electoral Officer
- Commission Managers and Staff, including permanent and temporary field staff.
External
- Members of the public
- Community organisations
- Ministry of Justice
- Other public sector organisations
- Local Authorities and their electoral representatives
- Suppliers, consultants and contractors
- Overseas Electoral Agencies.

Accountabilities

<table>
<thead>
<tr>
<th>Accountability</th>
<th>Deliverables / Outcomes</th>
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<tr>
<td><strong>EA to the Manager Corporate Services</strong></td>
<td>Enhance the effectiveness of the Manager Corporate Services and the Corporate Services group by co-ordinating the following tasks amongst the Administration Support team:</td>
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<td>• Providing diary management, organising meetings including teleconferences, word processing, and minute taking</td>
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<td>• Proactively identifying opportunities to relieve the Manager Corporate Services of administrative tasks</td>
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<td>• Undertaking work generated at Senior Leadership Team, or other meetings</td>
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<td>• Co-ordinating functions and special events for the Corporate Service group, including catering</td>
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<td>• Maintaining confidence by keeping information confidential;</td>
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<td>• Providing other executive support functions as required by the Manager Corporate Services.</td>
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<td><strong>Team Leadership/Supervision</strong></td>
<td>Take responsibility for the effectiveness of the Corporate Services’ Administration Assistants team by:</td>
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<td>• Effectively co-ordinating the workload allocation and outputs within the team</td>
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<td>• Supervising the day-to-day activities of the team including appropriate delegation of tasks, and ensuring adequate coverage for absences</td>
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<td>• Participating in the recruitment of casual staff, including their induction and utilisation.</td>
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<td><strong>Administration Support</strong></td>
<td>Contribute to the administrative functions of the Corporate Services group by co-ordinating the following tasks amongst the Administration team:</td>
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<td>• Contributing to the development of effective and efficient systems and processes that ensure compliance with legislative and operational requirements</td>
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<td>• Overseeing systems and processes, ensuring they are fit-for-purpose, and educating staff on the processes to be followed</td>
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<td>• Maintaining a high-level working knowledge of business software especially MS Office;</td>
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<td>• Taking ownership of various registers, maintaining and updating them regularly, and proactively providing reports to the Manager Corporate Services</td>
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<td>• Making travel and accommodation arrangements, both domestic and international as required</td>
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<td>• Inducting new staff into the Commission particularly on office systems and processes including the operation of equipment</td>
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<td>• Processing inwards and outwards mail and courier packages</td>
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</table>
- Handling routine internal and external enquiries by answering questions and/or redirecting enquiries to the appropriate personnel
- Overseeing the delivery of appropriate reception services;
- Ensuring operation of equipment and building services by calling for repairs, maintaining equipment inventories and, where appropriate, troubleshooting malfunctions;
- Ensuring general tidiness and cleanliness of the office particularly the kitchen facilities, library, meeting rooms and stationery room and managing the relationships with services contractors;
- Providing back-up support to the work of other Corporate Services team members as required.

- Financial accounting
  - Contribute to effective financial administration processes and procedures by;
    - Providing input into budget formulation and budget bid processes
    - Manage the Commission’s petty cash
    - Ensures the Commission’s credit cards are being used for appropriate purchases and in accordance with the Commissions credit card policies.

- Team Effectiveness
  - Contribute to team effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments and support to others, which aim to improve team performance and staff motivation, and assisting other members of the team
  - Providing back-up support to the Corporate Services team in times of absence.

- Relationship Management
  - Contribute to higher effectiveness levels for the team and group by identifying, developing, and maintaining an appropriate network of contacts
  - Ensure that business relationships are maintained at an agreed level by developing, implementing, and maintaining a quality oriented, timely, and service-focussed approach in work programmes and services provided.

- Quality Systems and Service
  - Contribute to the achievement of team goals for time, cost, and quality, by offering suggestions for improving current systems and procedures
  - Practice a continuous improvement approach by reviewing own work methods and maintaining a positive approach to solving problems/issues
  - Ensures that service levels for internal and external customers meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.

- Health and Safety
  - Complies with the Commission’s health and safety policies and procedures. Takes action to improve the health and safety record of the workplace. Ensures equipment and work areas are well maintained
  - Takes personal responsibility for keeping themselves, co-workers and equipment free from mishaps
  - Ensures timely and accurate reporting of any hazards or any hazards or potential hazards so that they may be remedied.
Person Specifications

Qualifications and technical skills:
- A relevant tertiary qualification or equivalent experience
- High level of computer literacy – e.g. MS Word; Excel; PowerPoint; Visio
- Ability to write well.

Experience and knowledge required for effective performance in the position:
- At least 2 years of experience in successfully delivering Executive Assistance Services to a senior manager
- Experience coordinating and delivering administration processes to a high-quality and timely manner
- Ability to manage a small team of administrators
- Experience which demonstrates application of excellent judgement and problem solving including the ability to develop pragmatic solutions with successful outcomes
- Ability to work effectively in a team environment
- Ability to work under pressure to meet deadlines

Key Competencies Required:
- **Analytical Skills and Judgement**: Ability to identify issues and analyse information to make considered decisions.
- **Relationship Management**: The ability to establish and maintain effective and co-operative internal and external relationships with EC and individuals.
- **Communication**: The ability to express thoughts and ideas with clarity and present a consistent point of view both orally and in a written format.
- **Results Orientation**: The ability and desire to achieve effective results, and work towards or exceed an agreed goal.
- **Continuous Improvement**: The ability and desire to seek and use better ways of doing things
- **Teamwork**: The ability to establish and maintain effective and co-operative relationships
- **Integrity and Trust**: Is widely trusted; is seen as a direct, truthful person; can present the unvarnished truth in an appropriate and helpful manner. Keeps confidences; admits their mistakes; does not misrepresent herself/himself for personal gain.