

Service Support Officers, Remote Voter Services

Job Reference: 2023-162 Multiple

Work Area: Victoria State Office

Location: Victoria

Classification: APS Level 2

Salary Range: \$55,913 - \$62,004 plus 15.4% superannuation

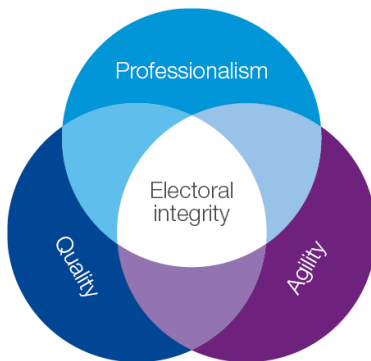
Employment Type: Non-ongoing, Full Time

Contact: Sally Younes, (03) 9285 7156

Due Date: Sunday 04 June 2023, 11.59 pm AEST

The AEC

The Australian Electoral Commission (AEC) is an independent statutory authority established by the Australian Federal Government.



Our role is 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.

Our values and commitments are the cornerstone of our operating environment and how we work.

Our strategic focus of electoral integrity is achieved through our values of *Quality, Agility and Professionalism*.

What we offer

The AEC is an inclusive and flexible workplace where our employee's individuality and contributions are valued. We understand the importance of balancing your work and personal life commitments to achieve optimal health and wellbeing. We help our employees with this through our suite of flexible working options and providing our people with supportive and comprehensive employee assistance and wellbeing programs.

The AEC believes in continuous learning and professional development to assist you in achieving your career goals, offering our people a range of learning and development opportunities and a study assistance program.

You can also enjoy 15.4% superannuation contributions, 20 days annual leave per year and paid holiday closedown.

The Team

The Remote Services Planning Teams are in each state and territory to support remote voter services. The teams are responsible for undertaking planning and delivery activities and managing the coordination of remote voter services, contributing a consistent approach to remote voter services nationally.

The teams will work closely with the responsible Divisional Returning Officer/s, and national office areas, such as the Indigenous Electoral Participation Program Section, the Strategic Communications and Education Taskforce and the Remote Voter Services Taskforce.

The teams report to the relevant state office Assistant Director or Director responsible for leading the implementation of remote voter services in their jurisdiction.

During event mode, the teams will be the state and territory connection point to the Remote Operations Centre in the Northern Territory. While the teams will remain in situ in their state or territory, they will form a critical part of the nationally coordinated approach to remote service delivery.

The Opportunities

The responsibilities of the roles in the teams include building and managing stakeholder relationships across multiple internal business areas as well as external partners, to provide assurance to the local operational leadership team. You will be organising the day-to-day planning and delivery of remote voter services in line with the strategic direction.

As a Service Support Officer, you will coordinate staffing for Remote Service Delivery Teams and ensuring their training requirements are met within prescribed timelines, whilst providing oversight and troubleshooting of remote polling during the event – specifically resolving unanticipated logistical challenges or incidents.

You will be maintaining connections and implementing requirements as described by the Remote Voter Services Taskforce and be the key point of contact for the Remote Operations Centre during event delivery to ensure all timely and proactive management of issues and escalations.

To excel you'll have:

- Ability to follow directions provided by supervisor, asks for clarification if needed and understand the relationship between team priorities, specific tasks and understand how own work contributes to team and section goals.
- A strong commitment to building and sustaining relationships, liaising with team members and external stakeholders.
- Understanding of the work environment, informing supervisor of potential issues that may impact on designated work tasks and contribute to the development of work plans and team goals.

- Ability to monitor task progress against performance expectations to ensure deadlines are met, alert supervisor early if work is behind schedule or can't be done, and where appropriate, make alternative arrangements.
- A willingness to suggest improvements to work practices and work tasks.

If you have experience working in the area of Aboriginal and Torres Strait Islander peoples' engagement, you are strongly encouraged to apply.

Apply now

<http://www.aec.gov.au/employment/>

The AEC is committed to creating a diverse environment and is proud to be an equal opportunity employer.

You will need to provide:

- An up-to-date resume (one or two pages maximum).
- A two-page pitch outlining how your skills, knowledge, experience, and qualifications make you the best person for this opportunity.

RecruitAbility

This scheme aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

If you are a person living with a disability and opt into the scheme; you are required to declare you have disability; and must meet the minimum requirements of this vacancy. Once these requirements are met, you are advanced to a further stage in the selection process. Merit remains the basis for engagement and promotion.

You do not need to provide further information about your disability.

For further information visit the [APSC website](#).

Australian Citizenship

All positions in the AEC require employees to be Australian citizens and is a condition of engagement.

Information on Australian citizenship including how to obtain evidence of Australian citizenship is available from the [Department of Home Affairs](#).

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 Requirements

Some positions may require an applicant to gain and maintain a security clearance in addition to pre-employment screening.

Pre employment screening includes a check on police records, identity check and checks addressing agency specific on political neutrality. Assessments of ongoing suitability form part of all positions at the AEC. For more information, please see the [Personnel Security Policy](#) under the [Australian Government Protective Security Policy Framework](#).

Talent Pool

Candidates who are found suitable but not offered a position may be placed in a talent pool for up to 18 months from the date of advertisement. The AEC will use talent pools to fill future vacancies.