

# Role Description

## Human Resources Coordinator

Department/Agency	NSW Electoral Commission
Division/Branch/Unit	Corporate, Human Resources Unit
Location	Sydney, NSW
Classification/Grade/Band	Clerk Grade 5/6
Date of Approval	8 September 2014 (reviewed July 2018)
Agency Website	<a href="http://elections.nsw.gov.au">elections.nsw.gov.au</a>
Position Code	P00265

### Agency overview

The New South Wales Electoral Commission exists to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales.

Our vision is to maintain confidence in the integrity of the democratic process and make it easy for people to understand and participate.

Our work includes:

- running elections
- communicating with and engaging the public
- providing trusted processes for political participants (including candidates, parties, donors, third-party campaigners, lobbyists and associated entities) to comply with their legal obligations, and regulating their compliance
- supporting transparency by overseeing and publishing disclosures of political donations and expenditure and registers of political parties, candidates, agents, third-party campaigners, political lobbyists and associated entities; advising on and advocating for improvements to legislation
- investigating possible offences and enforcing electoral laws.

The NSWEC staff agency is headed by the NSW Electoral Commissioner, who also sits on the three-member NSW Electoral Commission, which enforces electoral legislation.

Our four Divisions - Elections, Funding Disclosure and Compliance, Information Services and Corporate - collaborate closely, to enable us to deliver end-to-end democratic processes and effective engagement with our stakeholders and audiences.

Our strong and positive working culture is reflected in our organisational behaviours - Collaborative, Customer-centred; Solution focused, Transparent and Responsive - and anchored in the NSW Public Service values of Integrity, Trust, Service and Accountability.

### Primary purpose of the role

Coordinate a range of HR activities, including HR administration, records keeping, HR systems administration and contribute to the review of HR policies and process improvements.

The role also provides first level HR support to all levels of the agency and escalates the query as required.

### Key accountabilities

- Maintain HR records, including employee records, incident and accident management documents, and remuneration records.

- Prepare letters of advice and offers, draft communications on behalf of Director HR, and prepare submissions as requested by external agencies.
- Maintain and administer the HR systems and other HR related systems internally and externally.
- Provide first level HR advice to all levels of the organisation, including Award and legislation interpretation, employee transfer, and advise on HR policies, procedures and guidelines.
- Contribute to the development of monthly HR reports to be used by the management team, and other general reporting as required.
- Coordinate recruitment assessment process, candidate management, and onboarding new employees.

## Key challenges

- Maintain currency on legislation, Award, policies, directions and guidelines pertaining to employee management of the NSWEC.
- Maintain accuracy and balancing competing requirements, ensuring compliance with relevant policies, procedures, legislation and other guidelines.
- Respect and maintain privacy and confidentiality when managing HR and personnel systems.
- Build an open and effective two-way communication with managers and staff in order to effectively respond to matters.

## Key relationships

Who	Why
<b>Internal</b>	
Director Human Resources	Receive guidance, support and feedback relating to performance in the role, team objectives and compliance issues; communicate ideas for continuous improvement and provide additional support as required
Peers within the HR Business Unit	Liaise with, work collaboratively with other team members
Peers within the Corporate Division	Share information, liaise with and collaborate to solve problems and deliver results
Other officers within the NSWEC	Provide HR support and high level customer service to ensure best outcome for the NSWEC
<b>External</b>	
Job applicants	Provide candidate management support
Vendors and suppliers	Liaise with, negotiate and influence vendors and suppliers to ensure best value provision of goods and services, complying with relevant policies, legislation and guidelines.

## Role dimensions

### Decision making

The officer has some autonomy within the constraints of the relevant systems, policies and procedures. Decisions will be based upon internal delegations under the authority of the Director Human Resources.

Decisions and complex problems with the potential to impact adversely on an individual officer and / or on the Office are referred to the Director.

## Reporting line

The role reports to Director Human Resources.

## Direct reports

nil

## Budget/Expenditure

nil

## Essential requirements




- Relevant tertiary degree or previous Human Resources work experience in government or in a similar role
- Working knowledge of interpreting employment awards, conditions of employment and relevant legislation.
- Experience in administering HR systems and great attention to detail
- Experience working in a small to medium organisation and exposure to project management framework.
- Politically neutral with no current or past affiliation to political parties or lobbyist/campaigners.
- Satisfactory Criminal Check Result.

## Capabilities for the role


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	<b>Value Diversity</b>	<b>Intermediate</b>
 Relationships	Communicate Effectively	Adept
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Personal Attributes</b> Value Diversity	Intermediate	<ul style="list-style-type: none"> <li>• Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</li> <li>• Seek input from others who may have different perspectives and needs</li> <li>• Adapt well in diverse environments</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>• Utilise facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Keep discussion focused on the key issues</li> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>