

Role Description

Manager, COVID 19 Support

Agency	NSW Electoral Commission
Division/Branch/Unit	Corporate/Human Resources
Location	Sydney, NSW
Classification/Grade/Band	Grade 11/12
Date of Approval	26 August 2021
Agency Website	elections.nsw.gov.au
Role number	P00xxx

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

The primary purpose of the Manager, COVID 19 Support role is to support the agency's response to the Covid-19 pandemic and the rapidly changing challenges associated with managing the Delta variant and subsequent NSW outbreaks. The role will act as a key advisor and develop and implement strategies that focus on workplace health & safety, compliance with legislation, management of risk, operational effectiveness and business continuity.

Key accountabilities

- Stay up to date with and interpret NSW COVID 19 public health orders and emerging COVID 19 government decisions, maintaining a detailed understanding of the response and employer obligations.
- Develop and implement fit for purpose COVID-19 related safety strategies to ensure and support a comprehensive response that mitigates health and safety risk.
- Undertake COVID-19 related activities and work collaboratively to design and implement operational improvement initiatives and associated processes, tools and supporting resources.
- Act as the key point of contact for leaders seeking Covid-19 related support and advice
- Provide expert advice and support to the senior executive committee, which aims to identify and resolve COVID-19 related work, health and safety and operational issues in order to minimise risk and promote compliance with regulatory requirements.
- Partner with HR on COVID-19 related health and safety strategies and programs including interpretation and operationalising of Public Health Orders.
- Liaise with a range of key stakeholders (other government agencies, NSW Health organisations and Ministry branches) to enable a prompt and timely COVID 19 response.
- Manage, monitor and report on Covid-19 safety performance, and recommend changes to enhance workplace health and safety outcomes and culture.

Key challenges

- Building trusting, respectful business relationships and upholding a reputation for quality service delivery and evidence-based advice that meets customer expectations.
- Balancing constant changing priorities and demands to ensure Public Health Orders are actioned, while also managing multiple stakeholder enquiries.
- Keeping up to date with the continual developments in, and maintaining awareness of, changes in regulations, principles and systems both within NSW and across Australia.

Key relationships

Who	Why
Internal	
Director Human Resources	<ul style="list-style-type: none">• To receive overall direction, discuss issues and resolve problems.• Contribute to COVID 19 planning, policy development and decision making.• Provide regular updates on COVID 19 priorities and initiatives
Senior Executive/Managers	<ul style="list-style-type: none">• Promote adoption of a safety culture of continuous improvement and compliance

Who	Why
	<ul style="list-style-type: none"> • Provide advice and facilitate issues resolution in meeting their COVID 19 WHS responsibilities. • Contribute to development of operational and business planning to promote best practice COVID 19 WHS initiatives and programs.
Human Resources Team	<ul style="list-style-type: none"> • Provide regular updates on COVID 19 priorities and initiatives • Provide advice and facilitate implementation of COVID 19 processes • Collaborate and partner closely with HR team
External	
PSC and Other Government Agencies	<ul style="list-style-type: none"> • Develop and maintain collaborative relationships and open channels of communication to share information. • Regularly participate in COVID 19 forums, task groups to represent the agency and information sharing.
NSW Health and other Industry Professionals/Consultants	<ul style="list-style-type: none"> • Actively maintain specialist knowledge and collaborate on contemporary safety principles, practice and policies. • Develop and maintain collaborative relationships and open channels of communication to share information. • Regularly participate in forums, groups to represent the agency

Role dimensions

Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes their strategic operational priorities in consultation with the Director, Human Resources. The position holder is expected to deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided.

The role defers to the Director Human Resources on complex issues of a technical, legislative or political nature or decisions that will substantially alter the outcome or timeframes, major issues or conflicts arising in the course of duties or matters requiring a higher delegated authority including approval for expenditure or sensitive issues.

Reporting line

Director, Human Resources

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in the development and implementation of health and safety risk management strategies, policies and programs including COVID 19 response.

- Excellent working knowledge and understanding of relevant Work Health and Safety Legislation and Codes of Practice.
- Ability to navigate complex legislative frameworks in the areas of WHS, Public Health, State Government, Industrial Relations.

Essential requirements

- Outstanding communication and presentation skills and the ability to influence stakeholders at all levels
- Tertiary qualifications or equivalent industry-based experience within a relevant workplace context such as Safety Management, WHS, Public Health, State Government, Industrial/Workplace Relations
- Politically neutral with no affiliation to political parties or lobbyists/third party campaigners.
- Satisfactory criminal record check result.

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Model the highest standards of ethical and professional behaviour and reinforce their use 	Advanced






	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act promptly on reported breaches of legislation, policies and guidelines 	
	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches • Ensure that the organisation's systems, processes, policies and programs respond to customer needs <p>Advanced</p>
	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services <p>Adept</p>
	<p>Influence and Negotiate</p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy • Use sound arguments, strong evidence and expert opinion to influence outcomes • Determine and communicate the organisation's position and bargaining strategy <p>Highly Advanced</p>

		<ul style="list-style-type: none"> • Represent the organisation in critical and challenging negotiations, including those that are cross-jurisdictional • Achieve effective solutions when dealing with ambiguous or conflicting positions • Anticipate and avoid conflict across organisations and with senior internal and external stakeholders • Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution 	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> • Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with government and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning 	Advanced

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Advanced
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate