

Role Description

Team Leader Logistics

Agency	NSW Electoral Commission
Division/Branch/Unit	Elections, Elections Support Unit
Location	Sydney, NSW
Classification/Grade/Band	Clerk Grade 9/10
Date of Approval	28 November 2019 (reviewed December 2020)
Agency Website	elections.nsw.gov.au
Position Code	P00351, P00046

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 Team Leader Logistics leads the design and implementation of strategies to support the successful conduct of election events through secure, robust and efficient logistical services.

Key accountabilities

- Lead in the development and management of state-wide election logistical support services including the secure collection and return of ballot papers, facilities management and delivery of materials, ensuring a secure chain of custody process, rigorous quality assurance and legislative compliance.
- Manage the venue procurement process including RO offices, pre poll offices, polling places, counting centres, centralised vote processing centres, and declared institutions to meet stakeholder, operational, legislative and MOU requirements.
- Manage supplier relationships to source, negotiate, procure, monitor and deliver business critical functions including 3rd party logistics operations, election materials, and delivery services.
- Lead the Logistics team to plan and manage resources and workflow, establish and maintain performance standards, retain corporate knowledge and provide opportunities for career development.
- Implement proactive Work Health and Safety strategies including fatigue management to ensure the ongoing wellbeing of staff, including those activities during an election event – i.e. at count centre locations.
- Manage and coordinate NSWEC 3rd party logistics supplier relationship regarding the receipt and delivery of materials to requirements of the business needs.
- Manage internal relationships effectively in a matrix environment. Provide advice and collaborate with colleagues within the Elections Division and across the Agency in order to communicate requirements, effectively utilise shared resources and subject matter expertise, build common platforms of understanding, resolve issues and provide excellent customer service to internal stakeholders.
- Develop and lead continuous improvement initiatives to achieve enhanced security of electoral materials, cost efficiencies and quality outcomes.

Key challenges

- Effectively managing relationships with suppliers to deliver high risk, business critical functions on time and within tight budget.
- Assisting the Director in ensuring a secure chain of custody for the handling of ballot papers upon which the success of the election event depends.
- Continuously improving quality and service outcomes within tight budget constraints.

Key relationships

Who	Why
Internal	
Director, Election Support Services	<ul style="list-style-type: none">• Receive guidance and feedback on strategy, business issues and performance in the role• Provide advice and recommendations on issues, risks, priorities and results
Logistics Team	<ul style="list-style-type: none">• Lead, coach and support• Set performance expectations, manage performance and development• Ensure ongoing wellbeing in a high pressure environment
Elections Division	<ul style="list-style-type: none">• Collaborate to understand and meet data and logistics requirements for each election event, resolve issues and ensure alignment and integration with other related processes

Who	Why
Corporate Division and other staff members within the NSW Electoral Commission	<ul style="list-style-type: none"> Collaborate to communicate requirements, seek expert advice and support in the development of strategies and solutions, and develop strong working relationships to ensure the effective deliver of role accountabilities
External	
Suppliers	<ul style="list-style-type: none"> Source, negotiate and manage a significant number of suppliers to deliver business critical functions, ensuring that milestones and SLAs are met.
Other Electoral Jurisdictions, Materials Handling Group	<ul style="list-style-type: none"> Establish professional networks and relationships to maintain currency, share ideas and learnings, and collaborate on common responses to emerging and developing issues

Role dimensions

Decision making

The Team Leader, Logistics is responsible for decisions relating to the day-to-day management of election logistics. Decisions are made in the context of legislative frameworks, internal controls and processes, business objectives and professional knowledge. Guidance is sought from the Director, Election Support in relation to complex issues, in situations where a whole of function approach is required or when risks have been identified. The Team Leader, Logistics is ultimately accountable for the accuracy, responsiveness and professionalism of advice and services provided.

Reporting line

Director, Election Support

Direct reports

TBC

Budget/Expenditure

TBC

Essential requirements

Tertiary qualifications or equivalent experience.

Significant experience in large scale logistics, operations and/or supply chain management.

Experience managing a small team to deliver business critical outcomes.

Experience in supplier relationship management and contract administration.

Politically neutral with no affiliation to political parties or lobbyists/campaigners.






Satisfactory criminal record 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

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	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

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
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate including contingency provisions Monitor progress of initiatives and make necessary adjustments

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately Consider the implications of a wide range of complex issues, and shift business priorities when necessary Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Participate in wider organisational workforce planning to ensure the availability of capable resources Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context