

Role Description

Human Resource Co-ordinator



Department/Agency	NSW Electoral Commission
Division/Branch/Unit	Corporate/Human Resources
Role number	P00265 P00664
Classification/Grade/Band	Clerk 5/6
ANZSCO Code	223111
PCAT Code	3119192
Date of Approval	08 September 2014 (reviewed July 2018)
Agency Website	https://www.elections.nsw.gov.au/

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.

Responsibility for these functions is divided under legislation between the 3-member NSW Electoral Commission (an independent statutory body) and the NSW Electoral Commissioner (an independent statutory officer). Our staff are employed in the NSW Public Service under the *Government Sector Employment Act 2013*. The head of our staff agency is the NSW Electoral Commissioner, who is also an *ex officio* member of the NSW Electoral Commission.

The NSW Electoral Commission and Electoral Commissioner exercise their functions independently and are accountable to the NSW Parliament, through its Joint Standing Committee on Electoral Matters, with respect to the administration of elections and the regulation and enforcement of electoral and lobbying laws.

Our four Divisions - Elections, Funding, Disclosure, Compliance and General Counsel, 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

Internal

Who	Why
Manager HR Services, Data Analytics & Insights	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Liaise with, work collaboratively with other team members
Peers within the Corporate Division	<ul style="list-style-type: none">• Share information, liaise with and collaborate to solve problems and deliver results
Other officers within the NSWEC	<ul style="list-style-type: none">• Provide HR support and high level customer service to ensure best outcome for the NSWEC

External

Who	Why
Job applicants	<ul style="list-style-type: none">• Provide candidate management support
Vendors and suppliers	<ul style="list-style-type: none">• 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 Manager, HR Services, Data Analytics & Insights

Decisions and complex problems with the potential to impact adversely on an individual officer and / or on the Office are referred to the Manager, HR Services, Data Analytics & Insights

Reporting line

Manager, HR Services, Data Analytics & Insights

Direct reports

NIL

Budget/Expenditure

NIL

Key knowledge and experience

- 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.

Essential requirements

- Politically neutral with no current or past affiliation to political parties or lobbyist/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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 Personal Attributes	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> • Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, perspectives and needs • Be open to different perspectives and experiences in generating ideas and solving problems • Adapt well in diverse environments • Respond constructively to feedback regarding observations of bias in language or behaviour 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues 	Intermediate






	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational