



POSITION DESCRIPTION

POSITION TITLE:	Electorate Officer
Entity	Legislative Council
Reports To (role)	Deputy Clerk
Direct Reports:	N/A
Award and Band Level	Tasmanian State Service Award Band 4
Employment status	Fixed Term or Casual
Full Time Equivalent (FTE)	.6 for fixed term employment
Ordinary Hours per week	22.05 for fixed term employment
Location	TBA



RESPECT



INTEGRITY



TRUST



INCLUSIVITY



EMPOWERMENT



COLLABORATION

About Us

The Parliament of Tasmania is a meeting place where elected representatives meet to make laws, authorise the expenditure of public funds, scrutinise the government of the day and give a voice to their constituents in the electorates. The Parliament is made up of 3 separate entities consisting of:

- House of Assembly – which provides services to the Members of the House of Assembly, including chamber and committee support in the discharge of their constitutional and parliamentary responsibilities as elected Members.
- Legislative Council – which provides services to the Members of the Legislative Council, including chamber and committee support, in the discharge of their constitutional and parliamentary responsibilities as elected Members.
- Legislature-General – which provides joint services to support Members of Parliament, officers, and staff of the Parliament. These services broadly relate to building and facilities, catering and dining, library and research, Hansard and ICT and broadcasting of proceedings.

Why work at Parliament of Tasmania

- A unique opportunity to contribute to democracy in Tasmania
- Develop capability in delivering innovative, responsive, and impartial professional services.
- A supportive environment to enable our people to do their most purposeful and rewarding work.
- Deliver value that makes a real impact

Position Purpose

The position supports the elected Member to effectively discharge their full range of parliamentary and electorate responsibilities. The position requires the management of electorate and parliamentary matters, both routine and complex, including liaison with constituents, community and business groups and Government departments on behalf of the Member.

Key Accountabilities

- Provide high level office and administrative support for the effective day to day operation of the electorate office
- Respond to and resolve complex enquiries and issues to ensure the provision of accurate information
- Provide research and investigative support relating to legislation and the work of committees to which the Member has been appointed
- Provide assistance to constituents who contact the office (whether face to face, by mail or electronic means) with a range of enquiries, problems, and requests for information by undertaking any necessary research; issues generally solved without reference to the Member
- Maintain a professional image of the Parliament and the Member via efficient, courteous service to constituents and organisations within the electorate
- Respond to priorities as determined by the Member
- Any other duties as directed within the context of the Electorate Officer duties and responsibilities

Key Challenges

- Managing a diverse range of projects and workload with tight deadlines and competing commitments and priorities which require negotiating and re-prioritising own work and the schedule of the Member.
- Delivering outcomes within a complex environment and the need to work independently.

Key Relationships

- Members – provide professional support as required

- Parliamentary office holders – build and sustain effective collaboration with Legislative Council staff and office holders in order to optimise the effectiveness of the service to the Member of the Legislative Council and reinforce the reputation and integrity of the Member and Parliament in all dealings
- External stakeholders – contribute and participate in engagement activities, at all times upholding the reputation of the Member, the Parliament and the State

Level of responsibility

- Provision of necessary related support services in an independent manner
- General direction and general supervision are provided by the elected member to enable the production of work at a high standard. Direction and service range may vary from Member to Member.
- Electorate Officers are employees of the Tasmanian Parliament, directly accountable to the Member in whose electorate office they are employed.

Essential requirements

- A high level of office management expertise and a developed knowledge of office procedures
- Strong interpersonal skills.
- Self-motivation and an ability to work with limited supervision.
- Well-developed organisational skills.
- Well-developed research and analytical skills.
- Proven ability to deal with matters of a sensitive, personal and confidential nature with a high degree of discretion
- Capacity to seek out information and formulate advice on a range of issues.
- It is a condition of your employment that you must be an Australian citizen or permanent resident, a New Zealand citizen, or hold a current visa which allows you to work in Australia.
- It is a condition of your employment that you are deemed to be of suitable character. This assessment will be subject to a satisfactory result from a Nationally Coordinated Criminal History Check.
- It is a condition of your employment that you are assessed as being fit for duty to perform the duties of your role. To determine your fitness for duty, you may be asked to provide a declaration of your health status, including disclosure of pre-existing medical conditions. Self-motivation and an ability to work with limited supervision

Desirable requirements

- Tertiary qualification in a relevant discipline.
- Knowledge of and experience in liaising with Ministerial offices, state and local government and/or community organisations.
- An appreciation of Parliament and an understanding of its functions and processes.
- Experience or capability in policy and/or social media management, including the ability to communicate complex information clearly, accurately and in a way that engages diverse audiences.

Selection Criteria	
Capability Name	Capability Indicators
Judgement, common sense and strategic thinking applied to identify and analyse problems/key issues, determine alternative approaches and assess their consequences, and provide advice and recommendations.	<ul style="list-style-type: none"> • Exercises sound judgement in applying guidelines, systems and processes; • Makes timely and accurate decisions and resolves complex operational issues;

	<ul style="list-style-type: none"> • Applies initiative in recognising need for change to environment and recommends improved procedures and practices.
<p>Delivers quality results</p> <p>by managing self, time and resources and prioritise work to deliver outcomes on time. Accept responsibility and be accountable for quality of work to both internal and external clients.</p>	<ul style="list-style-type: none"> • Monitors and reviews completion of tasks to deliver objectives and makes effective use of team to meet timeframes; • Contributes to and delivers outcomes with a strong client focus; • Implements improved business processes.
<p>People and leadership skills</p> <p>evidenced by working co-operatively as part of a team or group. Manages others effectively, models leadership behaviours and leads by example to deliver positive business outcomes.</p>	<ul style="list-style-type: none"> • Works effectively in a team and shares ideas to improve practices and processes; • Guides and instructs staff in relation to systems and procedures and offers full support when required; • Provides and seeks effective feedback and adapts work practices to better meet work objectives.
<p>Communicates effectively</p> <p>with colleagues and external stakeholders adapting communication styles to suit different situations.</p>	<ul style="list-style-type: none"> • Accurately prepares documentation and drafts information that requires interpretive ability; • Confidently presents messages and information in a clear, concise manner including providing recommendations to suit the audience; • Interprets and explains complex operational matters.
<p>Builds & maintains productive working relationships</p> <p>with colleagues, clients and stakeholders (both internal and external) with a demonstrated capability to nurture relationships; facilitate cooperation and partnership; value difference and diversity; and guide, mentor and develop people.</p>	<ul style="list-style-type: none"> • Actively builds and maintains positive relationships with team members and clients; • Anticipates and is responsive to client needs and expectations; • Represents the work area in internal and external settings in a professional manner.
<p>Change responsiveness</p> <p>evidenced by an individual's response and approach to change including their ability to positively adapt, manage and implement change.</p>	<ul style="list-style-type: none"> • Identifies and initiates changes at an individual/team level and positively participates in change; • Supports, accepts and adapts quickly to change; • Encourages others to participate in change; • Responds positively and effectively to unexpected change and manages own expectations; • Anticipates issues impacting on individual/team activities and proposes solutions.
<p>Professional ethics</p> <p>Demonstrated capability to be ethical and professional.</p>	<ul style="list-style-type: none"> • Consistently behaves in a manner that complies with our Code of Conduct, Core VALUES, and our policies and procedures. • Recognises impact of own behaviour on others and modifies behaviour accordingly. • Develop understanding of own capabilities and seek opportunities for personal and professional development. • Values people for their contribution and diversity.