

Operations Manager, EL 1

Position Details

Job Reference Number	Q00293	Title	Operations Manager
Classification	EL 1	Division/ Branch	Queensland State Office
Status	Ongoing, Full Time	Section	Operations
Salary Range	\$97,287 - \$109,632	Location	Brisbane, QLD
Contact Person	Adrian McCabe	Contact Number	07 3834 3441
Date Applications Open	31 August 2017	Date Applications Close	14 September 2017

Agency Purpose

The Australian Electoral Commission (AEC) is an independent statutory authority established by the Australian Government to maintain an impartial and independent electoral system for eligible voters through active electoral roll management, efficient delivery of polling services, and targeted education and public awareness programs.



The AEC's values and commitments

The AEC values and commitments are an essential component of our operating environment and frame how AEC staff work. The AEC's focus is on electoral integrity through the values of **quality**, **agility** and **professionalism**.

Locations

The AEC is geographically diverse with a [National Office](#) in Canberra, a [State Office](#) in each state capital and a Northern Territory Office in Darwin. Each state is divided into electoral divisions (there are 150 across Australia), which may alter in accordance with changes to the distribution of electoral boundaries.

Work Environment

The AEC has sites throughout Queensland and Northern Territory. Multi divisional sites are located at Maroochydore, North Lakes, Ipswich, Brisbane City, Beenleigh, Gold Coast and Darwin. Each multi divisional site structure comprises a Manager (APS 6), and a number of staff ranging from APS 2 to APS 5 levels.

Single division sites are located at Toowoomba, Dalby, Mt Isa, Maryborough, Bundaberg, Gladstone, Rockhampton, Mackay, Townsville and Cairns. Each single division site consists of a Manager (APS 6), the Divisional Office Clerk (APS 3) and a part-time Divisional Office Assistant (APS 2). Office staffing is supplemented by temporary employees as required and is managed remotely by an Operations Manager from the Queensland State Office located in Brisbane.

When an election is announced, staffing rapidly expands to deliver this significant logistical event. Managing high risk and large scale projects with increased pressure, media, public scrutiny, short timeframes, and multiple logistical activities that are dependent on each other are some aspects of a Federal Election. Tasks during the Election period are likely to require an increase in working hours with increased pressure, media and public scrutiny, short timeframes, and multiple logistical activities that are dependent on each other.

The AEC is committed to the APS values of being impartial, committed to service, accountable, respectful and ethical.

Job Summary

The Operations Manager is a member of the Queensland and Northern Territory (QaNT) Leadership Team and oversees the activities of a Portfolio and Divisional Office staff located across the State, and/or State Office staff located in Brisbane. The QaNT Leadership Team provides strategic direction and leadership to Divisional and State Office staff in the areas of enrolment, elections, public awareness and business support and works to underpin the organisation's national objectives. In addition, State based projects and activities will also form an important component of this position. While the primary place of work is Brisbane some travel is required.

The AEC is undergoing significant organisational review and reform. Staff at all levels are actively involved in the on-going reform process. Therefore, the successful candidate will need to demonstrate a strong and proven capacity to lead, support and deliver organisational change; to strategically plan, implement and review large scale projects and events; and effectively manage and develop people and teams in a highly regulated and scrutinised environment.

Our Ideal Candidate

The AEC is seeking a flexible, positive and resilient leader and manager with demonstrated experience to lead a team in an operational setting to deliver outcomes with immutable deadlines in a high pressure environment over sustained period.

What we can offer the successful candidate

- Positive team culture that values initiative and commitment
- Become an integral member of the APS
- Competitive salary with 15.4% super

Duties

The Operations Manager will:

1. Lead and manage the development of high performing, progressive and innovative teams;
2. Provide strategic and operational leadership including setting expectations, ensuring accountability of team members and integrity in all outcomes;
3. Ensure good corporate governance practices are implemented and maintained across all work areas;
4. Lead a portfolio of project work and associated activities to achieve business outcomes;
5. Identify, implement and promote alternate business solutions that support future directions and achieve effective business outcomes;
6. Implement, monitor and evaluate compliance programs to ensure business activities are delivered in line with policy and procedures.

Politically Sensitive Position

Any person who is, and is seen to be active in political affairs, and intends to publicly carry on this activity, may compromise the strict neutrality of the AEC and cannot be considered.

Security Requirement

There may be a requirement to maintain a security clearance or satisfy a character check.

Selection Criteria

Applicants are asked to frame their statement of claims around the selection criteria headings – it is not necessary to address each individual dot point.

Essential

Shapes strategic direction

- provides direction to others regarding the purpose and importance of their work, illustrating the relationship between operational tasks and organisational goals;
- understands the AEC's objectives and manages operational activities accordingly, considering the ramifications of issues and longer term impact of own work and that of the work area;
- gathers and investigates information from diverse sources, explores new ideas and different viewpoints, identifying any critical gaps;
- undertakes objective, systematic analysis and draws accurate conclusions based on evidence, exploring possibilities and developing innovative solutions to issues.

Achieves results

- reviews project performance and focuses on identifying opportunities for continuous improvement activities, remaining flexible and responsive to changes in requirements;

- responds in a positive and flexible manner to change and uncertainty, determining courses of action despite lack of clarity;
- maintains focus on quality to achieve key outcomes, managing priorities and agreeing to adjustments to milestones as required;
- develops specialist expertise in team members, capitalising on the knowledge and skills of others and contributing own expertise for the benefit of the business unit.

Cultivates productive working relationships

- operates as an effective member of the management team, working collaboratively and encouraging and recognising contributions, drawing on team strengths;
- builds and sustains positive relationships with a network of key people internally and externally, facilitating cooperation and partnerships;
- identifies learning opportunities for others, empowering them by delegating tasks, providing clear direction and articulating parameters;
- provides clear, constructive and timely feedback in a manner that encourages learning and achieves any required resolution.

Exemplifies personal drive and integrity

- adopts a principled approach and adheres to the APS Values and Code of Conduct, modelling honest, ethical and professional behaviour;
- maintains effective and resilient performance in highly charged, high pressure and dynamic situations, maintaining an optimistic outlook and focussing on the positives in difficult situations;
- reflects on own behaviours and work style, and considers how they impact on others and on job performance, communicating areas of strength and acknowledging development needs;
- takes the initiative, progresses work, and engages in additional tasks as required.

Communicates with influence

- confidently presents messages in a clear, concise and articulate manner, selecting the appropriate medium for maximum effect;
- focuses on gaining a clear understanding of others points of view, clarifying issues and addressing the key concerns of the audience;
- undertakes negotiations with a clear understanding of the AEC's objectives and desired outcomes;
- maximising personal communication strengths and taking into account shortcomings;
- strives to achieve outcomes that deliver benefits for both parties, putting forward cases firmly without getting personal or aggressive and encouraging the support of relevant stakeholders.

Applicant must hold a current unrestricted driver's licence.

Order of Merit

An order of merit may be created and utilised within 12 months from the position being advertised.

How to apply

All applications must be submitted online at: <http://www.aec.gov.au/employment/> prior to the closing date.

As part of your application you will need to provide:

- your current resume;
- a candidate coversheet stating the names and contact details of at least two referees, one of whom should be a current supervisor; and
- a (maximum) two page submission describing how your skills, knowledge, experience and qualifications would make you suitable for this role and meet the selection criteria.

Please ensure you refer to the work level standards and integrated leadership system (ILS). Your response should include recent relevant examples and achievements, and demonstrates your abilities at the appropriate ILS level. Your response should be sufficiently comprehensive to assist the Selection Panel in assessing your skills, abilities and experience for the role.

Further information relating to the leadership capabilities for this position can be found at <http://www.apsc.gov.au/learn/frameworks-and-guidelines/ils>