



## Remote Services Delivery Team Assistant

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People in these roles are employed under the *Commonwealth Electoral Act, 1918* (Electoral Officer EO2). Pay, terms and conditions can be found in the [Collective Determination](#).

### Purpose of the role

Remote Services Delivery Team Assistants work up to 19 days before or on voting day and deliver services to voters in remote communities, where no other voting services are available. Remote Services Delivery Teams service isolated communities, town camps and mining sites located further than 20km from a polling place. The Remote Services Delivery Team Assistant provides a point of contact and support within the community for the Remote Services Delivery Team. They assist the local community by ensuring they are aware of when and where Remote Mobile Polling will be available. The role supports voters in ensuring they are correctly identified and marked off the electoral roll and provides localised language support as required.

### Key responsibilities

- Provide a point of contact and support within the community for the remote services delivery team.
- Assist the local community by ensuring they are aware of when and where remote services delivery will be available.
- Assist the remote services delivery team in setting up and packing up polling equipment.
- Assist voters in ensuring they are correctly identified and marked off the roll.
- Assist voters to complete enrolment forms and record information provided.
- Provide localised language support as required.

### What to expect

You will:

- be required to work over the early voting period based on a roster.
- Need to complete face-to-face training before voting commences.
- work non-standard or extended hours under pressure in a fast-moving operational environment.
- possibly have long periods sitting or standing and require the ability to lift and carry up to 12 kilograms of materials. Polling materials must be packed and unpacked at each location and can be considerable.
- work with small groups of diverse people, so the ability to work effectively as part of a team is important.

It is expected that a Remote Services Delivery Assistant will:

- Adhere to the [APS Values and Code of Conduct](#), and the [AEC Values and Commitments](#) (we encourage you to read these before voting day)
- Comply with the procedures and policies outlined in your training
- Avoid any conflict of interest (real or apparent)

- Not be seen to be publicly active in political affairs, and not intend to publicly engage in these activities during your employment with AEC.
- Be familiar with, abide by and promote AEC work health and safety frameworks, policies and procedures.
- Follow and promote COVID-19 safety measures.
- Demonstrate personal integrity and represent the AEC with professionalism.
- Engage respectfully with diverse individuals and communities.
- Be flexible, adaptable, and work as part of a team.
- Take ownership and responsibility for own work.
- Handle ballot papers safely and securely throughout all electoral processes

## Mandatory requirements

- Australian citizen aged 18 years or over.
- Maintain political and issue neutrality and impartiality.
- A character checks.

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*Thank you for your interest in working at a federal electoral event. We need over 100,000 people to fill our temporary jobs. We hope you'll consider joining our team.*

*Visit [aec.gov.au](https://aec.gov.au) to learn more about what's involved.*

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