



Remote Services Delivery Team Leader

People in these roles are employed under the *Commonwealth Electoral Act, 1918* (Electoral Officer EO5). Pay, terms and conditions can be found in the [Collective Determination](#) (Remote Services Delivery Team Leader).

The role

Remote Services Delivery Team Leaders work with other members of the remote mobile team to deliver a successful mobile polling service to voters in remote and very remote Australia. This service is provided across the two weeks of the early voting period and has a week of training in preparation for service delivery.

Mobile polling is a unique and important voting service which enables voters who are unable to attend or have difficulties in attending a polling place to vote with AEC staff. In remote Australia, mobile polling is provided to discrete communities, including First Nations communities and other locations such as aged care facilities and prisons.

The team

Each team usually consists of four staff and may receive support from a member of the local community during polling. The Remote Services Delivery Team Leader role includes supervising the team, managing security of materials including ballot papers, liaison with voters and party workers, scrutiny management and return of materials.

Key responsibilities

Provide information and support to voters in a patient, compassionate and supportive manner.

- Ensure information is provided clearly and in a manner the voter can understand
- Assist voters to access support (ie language translation materials) as required
- Use an approach to ensure people who may be experiencing barriers to participating in electoral processes feel comfortable during the voting process

Manage the conduct of the election at each location visited by the team.

- Deliver polling services in line with the published voting itinerary
- Lead the team while polling, including the set up and pack up of polling equipment
- Adhere to WHS requirements (both physical and psychosocial), and Support the Trip Leader with WHS responsibilities
- Immediately report all WHS incidents (injuries - physical and psychosocial, damage, system failures and near misses) to the Trip Leader in the first instance, who then reports to the Remote Operations Centre (ROC)
- Ensure that all materials needed for polling have been collected and organised before polling
- Complete the Team Leader return, reports and documentation as directed
- Coordinate local assistants on-site, including training, allocation of duties and completion of employment forms

- Maintain contact with the ROC throughout the polling period including timely escalation of operational or safety issues impacting polling (where required)

Monitor staff compliance with policy, procedures, and ballot paper principles over the polling period.

- Brief staff before polling and ensure all polling officials are following correct procedures and protocols
- Complete required checklists and documentation to certify compliance
- Complete the Team Leader return, reports and documentation as directed
- Coordinate local assistants on-site, including training, allocation of duties and completion of employment forms

Manage interactions with voters, party workers, scrutineers, and other stakeholders.

- Identify, document and report issues and incidents, taking appropriate action as per AEC policies and procedures.
- Escalate and where appropriate resolve issues, problems, and complaints
- Ensure behaviour of team members is always of a high standard and behaviours are in accordance with the applicable Code of Conduct, escalate and document any concerns identified

Management and security of electoral materials

- Adhere to the ballot paper principles
- Manage and maintain security protocols of election materials including consultation with the Trip Leader and the ROC to ensure all essential materials are included especially where weight restrictions apply
- Ensure timely and regular reconciliation of ballot papers including declaration votes

What to expect

You will be required to:

- work non-standard or extended hours over the early polling period based on a roster
- travel in different types of transport including 4WD, light aircraft, helicopter, ferry, or boat
- complete all required online and face-to-face training before commencing in the role
- be required to travel to one or more facility or remote community per day
- engage in long periods sitting, standing or driving
- lift and carry up election materials within reason
- work effectively as part of a team to service small groups of diverse people
- be able to communicate clearly and have good attention to detail
- have leadership skills including ability to solve problems while remaining calm under pressure, building rapport, remaining professional, confident, and decisive
- work in remote Australia where you may experience geographical isolation, limited mobile phone and Wi-Fi coverage, and accommodation of a more basic standard than usually found in major cities and towns (e.g. shared accommodation and communal facilities, non-commercial accommodation)
- be able to work in areas with extreme temperature variation which could also be affected by weather events such as flood, bushfire and/or heat.

It is expected that a Remote Services Delivery Team Leader will:

Remote Mobile Team Leader EO5

- adhere to the [APS Values and Code of Conduct](#), and the [AEC Values and Commitments](#) (we encourage you to read these before commencing in the role)
- 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 procedures
- follow and promote general health and hygiene 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
- maintain ballot paper security and integrity at all times, including in transit and storage

Mandatory requirements

- Australian citizen aged 18 years or over.
- Maintain political and issue neutrality and impartiality
- Available for up to 3 weeks for training and polling delivery
- Facilities or communities may have additional vaccination requirements (such as up-to date COVID or influenza vaccinations) with which you will need to comply
- Current driver's licence that authorises you to transport others (this means a full licence not a provisional licence)
- Able to drive a 4WD in various conditions including off road, wet and/or hot conditions
- Access to a personal mobile phone with ability to make and receive calls
- A police check
- Share your personal information with other Commonwealth Government agencies and supporting partners for the purposes of booking training and travel to support delivery of polling services

Desirable requirements

- Leadership skills, remote geographical and community knowledge and experience

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/employment/working-at-elections/types-of-jobs to learn more about what's involved.
