



QUEENSLAND PARLIAMENTARY SERVICE

POSITION DESCRIPTION

POSITION:	Electorate Officer
SECTION:	Parliamentary Service
LOCATION:	Various Locations
CLASSIFICATION:	EO level 1 to level 10
SALARY RANGE:	\$ 2,614.00 per F/N minimum (full-time rate) \$ 3,577.00 per F/N maximum (full-time rate)
REFERENCE NUMBER:	PAR - SB01
DATE OF REVIEW:	January 2019
CLOSING DATE:	19 February 2021

APPLICATIONS

Salary range

The Electorate Officer classification consists of 10 levels.

Electorate Officers usually commence at level 1 and become eligible for an increment after 12 months continuous service.

Consideration may be given for a higher level salary. This is based on a number of set criteria which includes the individual's current employer (if an existing Queensland Public Sector employee), previous service, tertiary qualifications and clerical / administrative experience.

This role will be part-time, at 4 days a week.

ENVIRONMENT

This position works within the individual Member's Electorate Office. The incumbent is required to work closely with the Member and to undertake duties to assist the Member in their duties serving the Electorate. The position includes obtaining solutions to issues raised by constituents and community groups, as well as coordinating local campaigns, running events and community engagement, and supporting the Member in parliament. It is anticipated that at least 40% of this role would be constituent liaison.

The Electorate Officer must have a commitment to the Member's values and agenda and an ability to work independently, particularly in the Member's absence. The incumbent must be able to observe high levels of confidentiality in relation to the Member's duties, constituent work and demonstrate a high standard of literacy, personal presentation and punctuality.

The Electorate Office is a fast paced, dynamic environment that will require discretion in dealing with issues presented to you as a representative of the Member within the Electorate Office.

The key values of the Parliamentary Service are-

Accountability: We are accountable to the institution, our clients, and to each other.

Innovation: We are innovative and strive to create a better future.

Learning: We shall continually learn and pass on our knowledge.

Integrity: We are honest, ethical, respectful, independent and professional.

Clients: We are focused on the needs of our clients.

PRIMARY OBJECTIVES

The Electorate Officer role has three primary objectives:

1. Provide direct secretarial, strategic, executive and administrative support to the Member of Parliament;
2. Supporting and engaging with constituents and community groups; and
3. General administration of the daily operations of the electorate office.

REPORTING RELATIONSHIPS

The Electorate Officer reports to the Member of Parliament.

SUPERVISORY RELATIONSHIPS

The Electorate Officer may be responsible for the delegation of work, supervision and management of an Assistant Electorate Officer/s depending on the organisation of work within the particular Electorate Office.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of the Electorate Officer may include the following:

1. Direct secretarial, strategic, executive and administrative support to the Member

- Managing and maintaining the Member's diary including making appointments and arrangements for meetings, events etc.
- Develop and track an overarching strategies for: local issues campaigns, statewide issues campaigns, media and social media.

- Liaison with multiple stakeholders to coordinate the Member's diary appointments;
- Support the Member in parliament including: Preparation of information to support the Member's parliamentary responsibilities (e.g. Briefing notes, Questions on Notice, general research, speeches etc.), reviewing legislation and amendments.
- Establishing information systems to capture and communicate important information and ensure the Member is up to date when absent from the office;
- Note, evaluate and file incoming information on a range of issues such as changes to government policy and procedures;
- Maintain awareness of issues raised within the community via media monitoring and network contacts;
- Receive media requests and prepare responses in consultation with the Member, along with proactive media engagement.
- Liaison with Parliamentary Travel to coordinate official travel requirements for the Member;
- Assisting with record-keeping and data entry of expenses through the online Parliamentary Acquittal System in accordance with Parliamentary guidelines and processes;
- Preparation of travel claims for certification by the Member and forwarding complete claims to the Parliamentary Service; and
- Provision of accurate and timely information to ensure the Member is aware of important issues

2. Supporting and engaging with constituents and community groups

- Liaising with and managing enquiries from constituents, groups and organisations who contact the electorate office for information, assistance and advice (via face-to face, mail or electronic contact); it is anticipated that at least 40% of this role would be constituent liaison;
- Maintaining and providing information to assist constituents regarding a range of public services and policies;
- Develop, maintain and utilise networks including community referral and assistance networks, and government departmental and/or ministerial office contacts to assist constituents and monitor progress on pending issues;
- Carrying out research on issues relating to constituent enquiries and information requested by the Member;
- Ensuring that the constituents and others have access to the Member and the Member is informed regarding community issues ;
- Arranging and coordinating community meetings and events on behalf of the Member e.g. show/fete stalls, stakeholder forums, public BBQs, etc;
- Attending Community events and functions with and on behalf of the Member;
- Providing advice and assistance to facilitate community petitions;
- Assist with preparing and distributing formal communication between the Member and constituents including personal letters, community digital and print newsletters, surveys and other material; and
- In consultation with and under the direction of the Member, maintain and monitor the Member's social media presence and/or website including updating content and images, database management, etc.

3. General Administration of the electorate Office

- Establish and maintain systems and procedures for information and document storage and management
- Check and report any technical issues associated with items of office equipment or security equipment, and assist the Parliamentary Service in annual office stocktake processes
- Reporting security incidents, risks or threats that occur in the electorate office
- Managing office workloads and delegating tasks to other electorate office staff or volunteers.
- Manage office petty cash systems (where applicable)
- Order and purchase office supplies and stationery on behalf of the Member
- Other general administration tasks as directed by the Member.
- Assisting with HR administration.
- Intern and volunteer supervision.

Restricted Activities

The primary objective of the Electorate Officer role is to support the activities of the Member in undertaking parliamentary and constituency responsibilities. The following "restricted activities" are not to be performed in course of undertaking official duties and responsibilities summarised above:

1. Electorate officers may not, in the course of official duties, undertake political electioneering or campaigning activities, defined as:
 - Soliciting financial support (e.g. subscriptions, donations, membership) for a member, political party or a candidate;
 - undertaking or attending activities for the overt purpose of encouraging a general exhortation to support (e.g. vote for) a particular person, political policy or political party; or
 - distributing material featuring political party logos or how to vote instructions in favour of a particular candidate or political party.

Should an Electorate Officer wish to undertake any of the restricted activities above, activities must be conducted outside of official working hours or during periods of official leave, and may not be undertaken using electorate office resources.

2. While Electorate officers are encouraged to provide assistance and advice to constituents regarding a range of matters, they may not, in the course of official duties, provide "professional advice" (e.g. financial advice, legal advice) to constituents or other members of the public.

SELECTION CRITERIA

Professional Qualifications

Nil

Experience

Previous experience in the office of a State or Federal Member of Parliament or Councillor of a Local Government would be advantageous.

Skills, Knowledge and Abilities *(Minimum skills and abilities)*

1. Proven general computing skills (e.g. email, Internet, spread sheets etc.) and PC housekeeping skills (e.g. formatting disks/CDs, backups, establishing and maintaining appropriate computer file structures, data archiving and deletion) at an intermediate level are considered essential.
2. Ability to learn and utilise sophisticated data base systems **and social media**.
3. Advanced communication skills, both written and oral, are considered essential.
4. Ability to be flexible and perform duties with minimal supervision and assistance.
5. Ability to prioritise activities to ensure deadlines are adhered to.

6. Good interpersonal skills and the ability to communicate and liaise with a diverse client group including constituents, community groups, Members of Parliament, Public Servants etc.
7. Good general knowledge, with a particular emphasis on Queensland political and current affairs.
8. Experience working for social and political change in any setting, including community-based and unpaid roles.

Note:

To successfully undertake this position it is considered essential that the occupant of the position has the computing skills described above.

ADDITIONAL INFORMATION

Information security clause

The occupant of the position may, through the course of their employment, have access to many sources of information. When dealing with information of the Parliamentary Service, employees are not to access, use or release information without an official purpose related to the performance of their duties and then only in accordance with Parliamentary Service policy.

Working hours

Full time Electorate Office staffs are paid for a 72.5 hour fortnight. Part time Electorate Office staff are paid their rostered hours only. This role will be part-time, at 4 days a week.

Work outside normal hours

Electorate Office staff are not required to undertake tasks outside of normal business hours (7.00 am to 6.00 pm) or on weekends. Activities undertaken outside of business hours or on weekends are at the Electorate Office staff member's discretion and Member's approval. An agreement regarding TOIL (Time off in lieu) should be made prior to any work being undertaken. TOIL can only be taken at a time convenient to the Member and the Electorate Office staff member.

Use of motor vehicles

Electorate Office staff are not required to use their private motor vehicles in the course of their duties and Members cannot compel staff to use their private motor vehicles. However, where it is agreed between a Member and Electorate Office staff that it is necessary or convenient for Electorate Office staff to use their private motor vehicles for electorate office business, the use is sanctioned only in accordance with the approved policy.

Length of employment

Electorate Office staff are employed whilst the Member is in office. Should the member retire or be defeated at an election then the Electorate Office staff's employment will cease.

Travel

This role may be required to travel with or on behalf of the Member or for professional development/training purposes.