



QUEENSLAND PARLIAMENTARY SERVICE

POSITION DESCRIPTION

POSITION:	Assistant Electorate Officer
SECTION:	Electorate Services, Parliamentary Service
LOCATION:	Mirani Electorate Office
CLASSIFICATION:	NAEO level 1 to level 8
SALARY RANGE:	\$3331.20 per f/n minimum \$4166.40 per f/n maximum
REFERENCE NUMBER:	PAR 24-42
DATE OF REVIEW:	March 2024
CLOSING DATE:	17 July 2024

APPLICATIONS

Salary range

The Assistant Electorate officer classification consists of 8 levels.

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

Existing public sector employees may commence at a salary level that is at least equivalent to their existing substantive salary level subject to satisfactory documentary evidence being provided.

ENVIRONMENT

This position works within the individual Member's Electorate Office. The position assists the Electorate Officer and Member in obtaining solutions for problems presented by individuals and organisations. The position involves reception duties and dealing with constituents and the general public.

There may be occasions when the Assistant Electorate Officer will be required to work without supervision or minimal direction and may be required to work in the Electorate Office alone. The incumbent must be able to observe high levels of confidentiality in relation to the Member's duties and constituent work and to demonstrate a high standard of literacy and 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-

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.

People: We value our people and their diversity and create a safe environment for them to excel.

PRIMARY OBJECTIVES

To provide administrative and clerical assistance to the Electorate Officer and Member of Parliament in the Electorate Office established by that Member.

REPORTING RELATIONSHIPS

The Assistant Electorate Officer reports to both the Member of Parliament and the Electorate Officer. A Member may organise alternative reporting relationships to meet the requirements of their Electorate Office.

SUPERVISORY RELATIONSHIPS

Nil

DUTIES AND RESPONSIBILITIES

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

1. Assist in the provision of administrative support services to the Electorate Officer and Member

- Assist the Electorate Officer with managing and maintaining the Member's diary including making appointments and arrangements for meetings, events, etc.
- Assist the Electorate Officer in the preparation of information to support the Member's parliamentary responsibilities (e.g. Briefing notes, Questions on Notice, general research, etc.).
- Assist the Electorate Officer with maintaining established information systems that capture and

communicate important information to update the Member when absent from the office.

- In consultation with the Electorate Officer, maintain awareness of issues raised within the community via media monitoring and network contacts.
- Contribute to media requests and responses as directed by the Electorate Officer and Member.
- Assist Electorate Officer with the coordination of Members official travel requirements including liaison with Parliamentary Travel and the preparation of information required for travel claims.
- Assisting with record-keeping and data entry of expenses through the online Parliamentary Acquittal System in accordance with Parliamentary guidelines and processes as directed by the Electorate Officer.

2. Supporting and engaging with constituents and community groups

- Follow established processes in liaising with constituents, groups and organisations who contact the electorate office for information and assistance (via face-to face, mail or electronic contact).
- In consultation with the Electorate Officer, maintaining and providing information to assist constituents regarding a range of public services and policies.
- Support the maintenance of established 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 simple issues and information requested by the Member and support the Electorate Officer with complex issues relating to constituent enquiries.
- Ensuring that the constituents and others have access to the Member.
- Assist the Electorate Officer in arranging and coordinating community meetings and events on behalf of the Member e.g. show/fete stalls, stakeholder forums, public BBQs, etc.
- Under the direction of the Member and/or Electorate Officer, attending Community events and functions with and on behalf of the Member.
- Providing information to facilitate community petitions.
- Assist with preparing and distributing formal communication between the Member and constituents including personal letters, community newsletters, surveys and other material as directed by the Electorate Officer.
- In consultation with and under the direction of the Member and Electorate Officer, maintain and monitor the Member's social media presence and/or website including updating content and images, etc.

3. General Administration of the electorate Office

- Assist with maintaining 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.
- Maintain established procedures in regards to the use of office petty cash systems (where applicable).
- Order and purchase office supplies and stationery on behalf of the Member, as directed by the Electorate Officer.
- Other general administration tasks as directed by the Electorate Officer or Member.

Restricted Activities

The primary objective of the Assistant 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. Assistant 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 Assistant 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 Assistant 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 word processing skills, general computing skills (e.g. email, Internet, spread sheets, data bases etc.) and PC housekeeping skills (e.g. backups, establishing and maintaining appropriate computer file structures, data archiving and deletion) at an intermediate level are considered essential.
2. Good communication skills, both written and oral are considered essential.
3. Good interpersonal skills and the ability to communicate and liaise with a diverse client group including constituents, community groups, Members of Parliament and Public Servants.

4. Ability to prioritise activities to ensure deadlines are adhered to.
5. Ability to perform allocated duties thoroughly and with limited supervision.
6. Good general knowledge, with a particular emphasis on Queensland political and current affairs.

Note:

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

ADDITIONAL INFORMATION

Employment Screening

The successful applicant will be required to submit a National Criminal History Check prior to appointment. A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment. All personal information obtained in the application process will be treated confidentially and held securely by the Parliamentary Service.

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 staff are paid for a 72.5 hour fortnight. Part time Electorate Office staff are paid their rostered hours only.

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.