



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](#).

Purpose of the role

Remote Services Delivery Team Leaders work 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. Each team usually consists of up to 4 staff and may receive support from local assistants during polling. This 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

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

- Maintain the published voting itinerary
- Maintain travel and/or accommodation arrangements, as directed
- Ensure that all material needed for polling has 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
- Ensure that contact is made with the project manager at the conclusion of polling at each location

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
- Manage voters, party workers, scrutineers and other stakeholders
- Identify, document and report issues, taking appropriate action
- Escalate and where appropriate resolve issues, problems and complaints
- Ensure behaviour of team members is always of a high standard

Management and security of electoral materials

- Adhere to the ballot paper principles
- Manage and maintain security protocols of electoral materials
- Reconciliation of declaration votes

What to expect

You will:

- be required to work over the early voting period based on a roster. It may include travel in different types of transport including 4WD, light aircraft or helicopters. Small boats may be required in remote areas
- complete online and face-to-face training before commencing in the role
- be required to travel to one facility or remote community per day

- work non-standard or extended hours under pressure in a fast-moving operational environment
- possibly have long periods sitting, standing or driving, and require the ability to lift and carry up to 12 kilograms of materials. Electoral 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.
- be able to communicate clearly and have good attention to detail
- have the ability to solve problems remaining calm under pressure and building rapport, while remaining professional, confident, and decisive

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

- Adhere to the [APS Values and Code of Conduct](#), and the [AEC Values and Commitments](#) (we encourage you to read these before polling 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
- COVID-19 vaccination is required for all mobile polling staff to comply with entry requirements of establishments and communities.
- All staff entering residential aged care facilities also require a 2023 influenza vaccination.
- facilities or communities may have additional vaccination requirements (such as an up to date COVID-19 booster or 2023 Influenza vaccination) which you will need to comply with.
- Other COVID-19 safety measures such as wearing masks and daily rapid antigen testing will apply to this role.
- Current driver's licence and access to a registered and comprehensively insured personal motor vehicle suitable for transporting electoral materials and equipment
- Ability to drive a 4x4 in various conditions including off road, wet weather, and hot conditions
- Access to a mobile phone
- A police check

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 to learn more about what's involved.
