

SEO Handbook

June 2026



Acknowledgement of Country

The Victorian Electoral Commission acknowledges the Aboriginal and Torres Strait Islander peoples of this nation as the Traditional Custodians of the lands on which we work. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people.

We honour the unique cultural and spiritual relationships that Aboriginal and Torres Strait Islander people have with the land, waters and seas, and recognise their enduring contributions to our community and society.

About this handbook

This handbook introduces your role with the Victorian Electoral Commission (VEC) as a senior election official (SEO). It explains the SEO pool, the types of roles you may be appointed to, and how appointments are made for different election events.

It also sets out:

- the conditions of appointment
- the checks and disclosures you must complete
- the standards of behaviour we expect
- the legal and privacy obligations that apply when you do election work
- how you are paid, and how to access support for appointments, training or pay questions.

Use this handbook to:

- understand the VEC's role and values, and how they shape election delivery
- understand the purpose of the SEO pool and what ongoing membership means
- learn about the roles that may be filled from the SEO pool, including election management, hub and other roles
- understand pay, allowances and other employment conditions
- find position descriptions and role summaries for common SEO appointments
- know where to go for help, including key contacts and support channels.

This handbook gives general guidance and role context.

For step-by-step procedures for a specific appointment or election type, always follow the election manuals, election diaries and training materials we provide.

For more information about the VEC as an employer, visit vec.vic.gov.au.

Thank you from the Electoral Commissioner



Thank you for supporting us in safeguarding our electoral system.

The Victorian Electoral Commission's vision is 'all Victorians actively participating in their democracy'. To achieve that vision we need the support of civic-minded citizens – just like you – to ensure we continue to deliver high quality, accessible and safe elections. The public holds election officials in high regard and that is due to the quality of people we work with, people who are prepared to devote their time for a very important ideal, people who perform their important roles without fear or favour.

Victoria was the first place in the world to deliver a secret ballot and that history continues today. Together, we can ensure that the experience of all election participants is easy and seamless, and that elections are delivered with the utmost impartiality and integrity. Any eligible person is free to stand for election, and all eligible voters have a right to a secret vote; these rights are protected by legislation. Yet we want all participants to be confident in the process itself and importantly, the validity of the results. This means we need to ensure that everyone is equal at the ballot box, regardless of language, literacy, culture, ability, living status and location.

Thank you for taking this journey with us,

A handwritten signature in dark ink, appearing to read 'Sven Bluemmel'. The signature is fluid and stylized, with a long horizontal line extending from the end.

Sven Bluemmel
Electoral Commissioner

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About the VEC

The VEC is an independent and impartial statutory authority. It is established under the *Electoral Act 2002* (Vic) (the Electoral Act). Our work practices are set by the *Public Administration Act 2004* (Vic) and guided by the Victorian Public Sector Commission.

We conduct Victorian state elections, local council elections, and some statutory elections and polls. We also conduct commercial and community elections.

We also:

- conduct boundary reviews
- maintain the Victorian electoral enrolment register
- conduct electoral research
- provide education services
- work to engage all Victorians entitled to vote in the democratic process.

Electoral Commissioner Sven Bluemmel has overall responsibility for our operations and activity.

Our vision

All Victorians actively participating in their democracy.

Our purpose

Building a stronger future for Victorian democracy.

Our values

- Our values drive the behaviours that we want to see within our organisation and what we want people to see outside of the VEC.

We are proudly independent

We serve with integrity and always do the right thing. We take responsibility. We do what we say because trust is built on accountability.

We work as one

We value ideas and share knowledge. We listen and learn. We understand our roles, trust each other and collaborate. Together, we achieve more.

We lead with purpose

We move forward with purpose for the people of Victoria. We think before we act. We learn from mistakes. We ask the right questions. We shape a future for all.

Elections

Elections are how people in Victoria choose their representatives. They give people a direct say in how they are governed. Elections are a core part of our democratic system. They must be conducted fairly, accurately and transparently.

In Victoria, elections are governed by legislation. This legislation sets out:

- when elections are held
- who can vote and who can stand as a candidate
- how voting, counting and results must be conducted.

The VEC must deliver all elections in a way that is impartial, consistent and lawful. We also need to meet the needs and expectations of voters, candidates, political parties and the wider community.

The VEC delivers elections in a complex and often changing environment. Each election involves:

- strict timelines that cannot be moved
- large, temporary workforces
- high public visibility and scrutiny
- the need to provide accessible voting services across Victoria.

Most of the VEC's operational work is driven by election cycles. There are different types of elections, but the same principles apply to all of them: integrity, accuracy, fairness and public confidence.

As a senior election official, you play a critical role in upholding these principles. You support the delivery of elections that Victorians can trust.

The VEC conducts state parliamentary elections, local government elections, and some fee-for-service and statutory elections.

State parliamentary elections

State parliamentary general elections are held every 4 years.

Key features include:

- Elections are held on the last Saturday in November.
- All members of the Victorian Parliament are elected for a 4-year term.
- Victoria has 88 electoral districts (electorates) in the Legislative Assembly (Lower House).
- Each Legislative Assembly district has about 50,000 voters and elects one member.

- Victoria has 8 electoral regions in the Legislative Council (Upper House). Each region is made up of 11 electoral districts.
- Each Legislative Council region elects 5 members. This gives a total of 40 members statewide.
- The VEC appoints an election manager to run the election in each district.

From time to time, the VEC must also conduct state parliamentary by-elections. A by-election is required when there is a vacancy in the Legislative Assembly because a member has resigned or died. By-election timelines are set out in the writ for the election.

Local government elections

Local government general elections are also held every 4 years.

- Elections are held on the fourth Saturday in October.
- Councillors are elected for a 4-year term.
- There are 79 municipal councils across Victoria.
- Councils may be either subdivided or unsubdivided:
 - subdivided councils have wards, with councillors elected for each ward.
 - unsubdivided councils have councillors elected across the whole municipality.
- Melbourne City Council elections are governed by separate legislation. They involve a separate election for the Lord Mayor and Deputy Lord Mayor, and an election for councillors.
- The VEC appoints an election manager to run the election for each council.

From time to time, the VEC must also conduct local government by-elections. A by-election is required when there is a vacancy in a single-councillor ward because a councillor has resigned or died. By-election timelines are set by the VEC.

Senior election officials (SEOs)

This section explains the senior election official (SEO) pool, the roles you may be appointed to, and how appointments and ongoing membership work.

What is a senior election official?

A senior election official (SEO) is someone the VEC appoints to a senior election management or field leadership role at a state or local government election.

SEOs have completed the VEC's SEO recruitment program. They are members of the SEO pool and have an ongoing relationship with the VEC between elections.

Being an SEO is not a one-off role. We ask SEOs to be available for a short-term appointment at a major election event, on average every 2 years.

The SEO pool

The SEO pool is the group of people the VEC draws on to fill senior election roles. All members have completed the SEO recruitment program and have been assessed as suitable for appointment to an election management position.

Being in the pool means you can expect to:

- be asked about your availability for short-term contracts, usually every 2 years
- work in a fast-paced environment with fixed legislative deadlines
- lead and support teams of locally recruited election staff
- use sound judgement and leadership in high-trust roles
- make a meaningful contribution to elections in your community.

In return, we offer:

- competitive pay rates
- structured training and support
- opportunities to work across metropolitan and regional Victoria
- additional work as an SEO consultant on projects before or after an election
- priority access to a range of casual work at the VEC outside election periods.

Being in the pool does not guarantee an appointment. Appointments depend on election needs, geography, availability and the overall shape of the workforce for each event.

Roles you may be appointed to

Most SEO appointments are for senior field leadership roles. These roles are more complex and demanding than other election casual roles. They are short-term appointments in the lead-up to an election, usually about 10 to 12 weeks depending on the role and election type.

The roles you may be appointed to depend on the election type.

At state general elections:

- election manager (EM)
- assistant election manager (AEM)
- hub manager
- staffing lead
- logistics and resourcing lead
- assistant logistics and resourcing lead
- site coordinator
- SEO reserve.

At local government elections:

- election manager (EM)
- assistant election manager (AEM)
- SEO reserve.

Once senior field leadership roles are filled, we continue to prioritise SEOs for other election appointments. These may include:

- leadership roles at voting venues
- supporting roles at election hubs
- leadership and supporting roles at centralised activity sites, particularly for metropolitan SEOs.

We are committed to offering all available SEOs an election opportunity, whether in a senior leadership role or another role that supports successful election delivery.

Out-posted appointments

An out-posted appointment is when we appoint you to a role outside your local area for the duration of an election.

We use out-posting to fill roles in areas where we cannot find enough local SEOs. This is often in regional Victoria, where the local pool is smaller.

If you are interested in out-posted work, you can tell us during our regular availability surveys. When we have a role we cannot fill locally, we contact people who have indicated they are open to out-posting to see if they are willing.

An out-posted appointment can be a rewarding way to support democracy in a community that needs it. It also comes with strong pay and the chance to work somewhere new.

If you accept an out-posted appointment, we provide:

- accommodation for the length of the appointment
- daily meal allowances
- travel allowances.

For details on rates and how allowances are paid, see the *Remuneration and allowances* section of this handbook.

How appointments are made

We make verbal offers first, followed by a confirmation email. Formal letters of offer are issued once all appointment details are finalised.

Where possible, we make verbal offers early – sometimes up to 6 months before online training starts. This gives you time to plan around the appointment.

We do not issue formal letters of offer straight away. At the time of the verbal offer, some details are often still being finalised, including rates of pay, training requirements and other appointment details. The verbal offer confirms the appointment. Paperwork follows once everything is settled.

Appointments may be made at any time from about 6 months before an election through to close to the event. If you do not receive an offer in the first round, it does not mean you will not be appointed.

All appointments are subject to standard pre-employment checks. These may include:

- police checks
- Working with Children Checks
- psychometric assessments
- pre-existing injury and illness disclosures
- political activity disclosures.

For more detail on these checks, see the *Working for the VEC* section of this handbook.

Once appointed, you must complete online and face-to-face training for your role.

Staying in the SEO pool

We review pool membership after each major election event. The review helps us understand how many SEOs are meaningfully available for the next event, so we know how much new recruitment is needed. A reliable pool is essential to delivering elections well.

To stay in the pool, you are expected to:

- be available for appointment to an SEO role at least once every 4 years
- meet the performance and behavioural standards we expect of SEOs.

If you have just joined the pool, you must be available for the first major election event after your recruitment. If you are not available, you will be removed from the pool.

The pool review process includes:

- reviewing SEO performance evaluations
- considering recommendations from election support officers (ESOs) about your suitability for future roles
- considering feedback from relevant head office stakeholders
- surveying SEOs to confirm availability for future election work and to identify people who want to retire from the pool.

You may be removed from the pool if you:

- have not been appointed for 2 consecutive major election events
- have declined multiple appointments due to personal preference rather than circumstances beyond your control
- have not met required performance standards or have not complied with the VEC's code of conduct.

We understand that life happens. If you cannot be available due to illness or other circumstances beyond your control, we will take that into account.

Election delivery models, systems and procedures change significantly between elections. If you have not been appointed for a long period, we may need to reassess your suitability and readiness for future roles.

Support and contacts

The VEC's Election Staffing branch manages the SEO pool. This includes communicating with pool members and coordinating SEO appointments. The Manager, Election Staffing is your primary contact and relationship manager at the VEC.

You can contact the Election Staffing team at any time by emailing SEOqueries@vec.vic.gov.au.

Once you start in your election management role, your direct line manager becomes your first point of contact for day-to-day matters.

You can still contact the Election Staffing team at SEOqueries@vec.vic.gov.au for the kinds of matters you would normally raise with HR.

Keep your details current

You must keep your details up to date in the Election Staff Self-Service portal. This includes your:

- contact details
- postal address
- bank account
- tax file number
- superannuation information.

We also provide an employment support service called Personnel Helpline to support election staff with the Election Staff Self-Service portal.

The Personnel Helpline is available:

- weekdays from 9 am to 5 pm
- phone: 1300 783 043
- email: PersonnelHelpline@vec.vic.gov.au.

Working for the VEC

As a member of the SEO pool, you may be appointed to a range of specialist SEO roles that support election delivery. When you accept an SEO appointment, certain requirements apply. Some of these requirements are the same as those for other election staff. Others are specific to SEO roles.

This section explains what it means to work for the VEC as an SEO. It sets out what you must complete when accepting an appointment, the conditions that apply while working, and the standards of behaviour we expect of all SEOs.

Requirements when accepting an appointment

When you accept an SEO appointment, you must complete a number of disclosures and pre-employment checks.

Disclosure of political activities

Public trust in elections depends on VEC staff being, and being seen to be, politically neutral and independent.

At the time of any appointment, you must disclose any political memberships or political activities. The VEC is legally permitted to refuse employment on the basis of political activity. This requirement is authorised under section 17A of the *Electoral Act 2002* and is lawful under the *Equal Opportunity Act 2010*.

You will complete a political activity disclosure for each appointment you accept. If your circumstances change after you submit a disclosure, you must notify the VEC as soon as possible.

Disclosing a political activity or activities does not automatically prevent you from being appointed to an election role. The VEC will consider the nature of the activity and the requirements of the role when assessing whether an appointment can be made.

Further information about political activity disclosures is available on the VEC website at <https://www.vec.vic.gov.au/work-with-us/disclosure-of-political-activities>

Disclosure of illness, injury or medical condition

You must not undertake duties that you cannot safely perform.

Under the *Workplace Injury Rehabilitation and Compensation Act 2013 (Vic)*, you are required to disclose any pre-existing illness, injury or medical condition that you reasonably believe is relevant to the inherent requirements of the role and could be made worse by performing the duties of your role.

You will have an opportunity to make this disclosure when accepting your appointment. The VEC may contact you for further information and will consider reasonable workplace adjustments where appropriate.

Police check

Most SEO roles require a Nationally Coordinated Criminal History Check (police check). Police checks help the VEC ensure that people appointed to SEO roles are suitable to

perform work that is high-trust, highly visible, and may involve access to personal, sensitive or confidential information.

Police checks are initiated and paid for by the VEC through Cited, the VEC's employment screening provider. Cited is an accredited body of the Australian Criminal Intelligence Commission (ACIC).

Australian work rights check

All SEO roles require confirmation that you have the right to work in Australia. This check ensures the VEC meets its legal obligations when appointing staff.

The Australian work rights check is initiated and paid for by the VEC through Cited as part of the appointment process.

Working with children check

The VEC is a Child Safe organisation. We are committed to the health, wellbeing and safety of children and young people. We take this commitment seriously. Staff are expected to understand and act in line with the VEC's expectations on child safety.

Some SEO roles require a Working with Children Check (WWCC). This depends on the nature of the work and the venues involved. We will tell you if your role requires a WWCC.

Because the VEC pays you for the work, the WWCC must be an employee check. You must nominate the VEC as your employer. You initiate a WWCC through Service Victoria and pay the application fee when you apply. The VEC may reimburse this cost once the check is complete.

Integrity assessments

You may be invited to complete integrity assessments as part of:

- the SEO recruitment process
- SEO pool membership
- an appointment to a role.

These may include psychometric assessments

General conditions while working

This section sets out the general conditions that apply while you are working for the VEC.

Dress code

SEO roles are visible to voters, candidates and the media. You are expected to dress at a smart casual standard and maintain a neat and professional appearance at all times.

Clothing such as thongs, tracksuit pants, sports shorts, or ripped or sheer clothing is not appropriate while working.

Occupational health and safety

Safety is everyone's responsibility at the VEC.

We are committed to providing a safe working environment for all staff, clients, contractors, and visitors. This extends to ensuring our work does not place the Victorian community at risk of injury, illness, disease, or any form of property damage. Workplace health and safety management principles are integral to our work.

SEOs will be provided with procedures and guidance in how to ensure occupational health and safety is managed within the workplace.

Behaviour, conduct and professionalism

Code of conduct

The VEC *Code of Conduct* sets out how we work together and demonstrate the values of the Victorian public sector and the VEC. It provides a framework for professional and ethical behaviour to maintain our impartiality, independence and trust of the Victorian community. The code of conduct outlines the standards of behaviour expected of all staff and appointees.

As an SEO, you must:

- act with integrity and impartiality
- follow VEC policies, procedures and lawful instructions
- treat all people with fairness, dignity and respect
- communicate professionally and courteously
- maintain confidentiality and protect personal information
- avoid conflicts of interest and disclose any that arise
- use public resources responsibly
- uphold child safety standards
- avoid political activity or commentary
- support a respectful, safe and inclusive workplace.

Confidentiality

You must keep all information accessed through your role confidential and only use it where authorised and required. You must not make unauthorised audio, video or photographic recordings in VEC-operated venues.

Impartiality

You must not associate with political parties, candidates or lobby groups other than as required in your role. You must not comment on political matters, accept gifts or hospitality, or engage in behaviour that could compromise neutrality. You must disclose all interests that

may impact on your impartiality and inform the VEC if circumstances relating to your impartiality have changed

Social media

Your personal use of social media can affect public confidence in the VEC.

When working for the VEC, you must:

- consider the impact of any post before sharing it publicly
- not publish confidential, sensitive or VEC-related material
- avoid commentary that implies political bias
- not speak on behalf of the VEC unless authorised
- comply with the VPS Code of Conduct and VEC Social Media Policy.

Privacy

The VEC collects personal information to fulfil its statutory functions under the *Electoral Act 2002* and for other essential legal or administrative purposes.

At times we may need to collect other confidential information, such as health information or political memberships. When collecting personal information, the VEC will take reasonable steps to advise you what information is being sought, why it's needed, how it will be used, whether any law requires the collection of the information and the main consequences, if any, of not providing the information. The VEC handles all personal information it receives in accordance with the *Privacy and Data Protection Act 2014*.

For more information, view VEC's Privacy Policy on our website [Privacy | Victorian Electoral Commission](#).

Legal responsibilities

The VEC and its employees and appointees have certain responsibilities under legislation. To comply with legislation, you must follow the procedures described in the manuals and handbooks that are provided to you. Specific procedures you are required to follow are dependent on the role you are assigned.

In the course of performing your role for the VEC, the following legislation may apply and impose rights and/or obligations on you:

- *Electoral Act 2002* (Vic) and Electoral Regulations 2022 (Vic)
- *Local Government Act 2020* (Vic) and Local Government (Electoral) Regulations 2020 (Vic)
- *City of Melbourne Act 2001* (Vic) and City of Melbourne (Electoral) Regulations 2022 (Vic)
- *Privacy and Data Protection Act 2014* (Vic)

- *Charter of Human Rights and Responsibilities Act 2006* (Vic)
- *Occupational Health and Safety Act 2004* (Vic)
- *Public Interest Disclosure Act 2012* (Vic)

Ending an appointment

You may end your appointment by providing 24 hours' written notice to your manager. The VEC may also suspend, remove or terminate an appointment in accordance with the terms of appointment and legislation.

Remuneration and allowances

Election staff are not employed as Victorian Public Service (VPS) employees. They are appointed under electoral legislation. This means pay and conditions for election roles are set differently from VPS roles. Under the *Electoral Act 2002*, the VEC is responsible for setting and paying the remuneration and allowances for election managers and election officials at state elections.

Staff appointed under electoral legislation are not covered by an award. However, the *National Minimum Wage Order* sets wages for employees not covered by an enterprise agreement or a modern award. The VEC must make sure all pay rates and salary packaging arrangements are at least as favourable as:

- the National Employment Standards (NES) in the *Fair Work Act 2009*
- the National Minimum Wage Order.

The National Minimum Wage Order is updated each year after the Fair Work Commission's Annual Wage Review.

The pay and allowance arrangements for election staff are set out in the *Election Staff Remuneration and Allowance Framework*.

The framework explains:

- the types of election roles
- how pay and allowances are determined
- the principles used to make sure pay is fair and consistent.

Election roles are benchmarked against VPS salary levels. This makes sure pay reflects the work value, responsibilities and expectations of each role. Where reasonably practicable, base rates for election roles rise in line with VPS Enterprise Agreement outcomes.

Some pay and allowance arrangements apply to all election staff. Others apply only to SEOs. This section starts with arrangements that apply to all election staff. It then covers arrangements specific to SEO roles.

If you are appointed to another election casual or official role not covered in this handbook, refer to the employment guide provided with your offer letter. The pay and allowance arrangements for that role will apply.

Pay and conditions

Payment method and pay cycle

We pay you by electronic funds transfer (EFT), in fortnightly instalments.

Keep your banking details up to date in the Election Staff Self-Service portal. Incorrect or incomplete details will delay your payment.

If you have any questions about your pay, contact the Personnel Helpline.

Ordinary hours

Appointment periods and work patterns for SEO roles vary depending on the role and election type. Ordinary hours for election staff may be worked Monday to Saturday, up to:

- 8 hours per day; and
- 38 hours per week.

All hours worked on a Sunday are paid as overtime and are not considered ordinary hours.

There is no fixed span of ordinary hours. Ordinary hours may be worked at any time of day, subject to the night work penalty and overtime provisions set out in the *Election Staff Remuneration and Allowance framework*.

Meals and breaks

You are entitled to a 30-minute unpaid meal break after 5 hours of continuous work. Meal breaks may be staggered to meet operational requirements.

Additional breaks may be provided in some circumstances, but these are not entitlements. If you require alternative or more regular breaks for medical, religious or other reasons, advise your appointing manager or people representative as early as possible.

Casual loading

All election staff appointed as casuals will receive a 25% casual loading on their base rate of pay. This casual loading will be paid in lieu of any personal or annual leave, job security, notice of termination, and other benefits provided to permanent employees.

Casual loading does not apply to overtime hours.

Night work penalty

Election operations may require staff to work during late-night or early-morning hours. To recognise the additional inconvenience and fatigue associated with work performed during these periods, a night work penalty may apply.

If your shift starts between 8.00 pm and 6.00 am, a night penalty rate of 1.15 times your base hourly rate applies.

The night work penalty applies only to the hours worked between 8.00 pm and 6.00 am. Where a shift spans both day and night periods, the applicable rate is applied to each hour worked in the relevant period.

For election casual employees, the night work penalty stacks with casual loading. For each hour worked between 8.00 pm and 6.00 am, the night work penalty is applied in addition to the 25% casual loading i.e. (base rate x 1.15) + (base rate*25%).

If a night shift exceeds 8 hours, or occurs on a Sunday or public holiday, the overtime rates above will apply instead.

Overtime rates replace the night work penalty. The night work penalty does not apply to hours paid as overtime (see Overtime and penalty rates below).

Overtime and penalty rates

You will be paid at 1.5 times your base hourly rate for:

- hours worked in excess of 8 hours in a day, or
- hours worked in excess of 38 hours in a working week.

Overtime is not automatically paid on Saturdays unless you have already worked more than 38 hours in that working week.

You will be paid at 2 times your base hourly rate for hours worked on Sundays and public holidays.

All overtime must be approved in advance.

Minimum shifts

Election staff who work a rostered, on-site shift will be paid for a minimum of three hours per shift, even if the shift is shorter.

A minimum shift does not apply to work performed from home. This is intended to allow flexibility, particularly for senior election officials, to undertake self-directed work at times that suit them.

The following are **not** covered by the minimum shift provisions:

- self-directed work undertaken from home
- online training completed from home
- paid travel time.

The minimum shift does apply to rostered shifts that are scheduled to be worked from home.

Superannuation

We pay superannuation contributions for all appointed staff at the rate for ordinary hours worked, under the *Superannuation Guarantee (Administration) Act 1992* (Cth).

You can enter your superannuation details through the election staff self-service portal by selecting either your own fund or the VEC default fund, Aware Super - Future Saver.

If your superannuation fund is not listed, email electionpayroll@vec.vic.gov.au with the following information:

- the fund name
- the Unique Superannuation Identifier (USI)
- the Australian Business Number (ABN)

- a copy of the fund's compliance letter.

If your fund is an industry superannuation fund, Election Payroll will let you know once it has been added to the portal and you can select it from the drop-down list.

If your fund is a self-managed superannuation fund (SMSF), Election Payroll will process your superannuation details manually. You must complete the ATO Superannuation Standard Choice Form and email it, along with any required documents, to electionpayroll@vec.vic.gov.au.

It is your responsibility to check your superannuation details are correct and valid before starting work.

Pay and conditions specific to SEOs

Salary sacrifice

The VEC has determined that SEOs can request superannuation salary sacrifice arrangements in line with the following general guidelines:

- Salary sacrifice is not available for paid SEO recruitment activities as participants are not yet SEOs.
- Requests to salary sacrifice must be made no later than four weeks before the scheme is to commence. SEOs cannot sacrifice salary that has already been earned.

It is essential that individuals seek independent financial advice before requesting salary sacrifice arrangements from the VEC. The VEC requires that you sign a declaration that independent financial advice has been received prior to implementing any salary sacrifice arrangements.

The VEC cannot and will not provide any advice to individuals regarding their personal financial circumstances and the possible effects of salary sacrificing on those arrangements. Advice from the VEC is limited to the effect on the individual's gross and net salary.

To request superannuation salary sacrifice, you must complete the *Additional Superannuation Request* form and email it to electionpayroll@vec.vic.gov.au no later than 4 weeks before you wish the scheme to commence. As per legislative requirements, you are not eligible for salary sacrifice if you are over 75 years of age.

Payment for training

We pay you for completing online learning and attending face-to-face training at the VEC.

On training days at the VEC, we provide lunch, tea, coffee and light snacks. We cater for dietary requirements.

SEO training is centralised, so staff travel from across Victoria to attend. We pay a travel allowance for attending SEO training.

If you need to stay overnight to complete the training program, we arrange and pay for your accommodation. We also pay a meal allowance to cover an evening meal and breakfast on days when we provide accommodation.

Overtime approval

All overtime must be approved in advance.

For senior field leadership roles, staffing profiles are provided that set out expected working hours. These profiles include pre-approved overtime where this is considered necessary. You are expected to work within these allocated hours.

Any unplanned overtime must be approved by the VEC head office before it is worked.

Overtime will not be approved for self-directed activities, including home study or online training.

Meal allowances

Where you are required to stay overnight for training or in connection with your duties as a senior election official, you may claim meal allowances via your timesheet for each night you are away from home.

A dinner allowance may also be available where you do not arrive home until after 8.00 pm due to distance.

Meal allowances are set in line with the Australian Taxation Office (ATO) reasonable amounts for domestic travel expenses. Current rates are available on the ATO website.

Use of private motor vehicles

In some circumstances, you may be required to use your private motor vehicle as part of your appointment.

Where eligible, you may claim a mileage allowance at the current rate per kilometre. Claims must be submitted through your electronic timesheet or approved paper form.

Travel types and allowances

Travel type	Description	Allowance
Travel to work	Travel between home and your normal place of work	Mileage claimable on distance exceeding 30 km each way
Travel for work	Travel from home or your normal place of work to another location for work-related duties, such as post office collections or voting centre inspections (usually during work hours)	Mileage claimable for all km travelled, plus time spent travelling
Travel to training	Travel to a training venue that is not your normal place of work	Mileage claimable for all km travelled, plus time spent travelling exceeding 30 minutes each way

Travel to alternate workplace	Travel to and from home to work, where destination venue is different to normal place of work	Mileage claimable on distance exceeding 30 km each way
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Vehicle requirements and responsibilities

If you use your private vehicle for VEC purposes, you must ensure that it is:

- registered and roadworthy
- free of defects
- insured by a motor vehicle policy.

You are responsible for any costs arising from accidents or damage to your vehicle. The VEC is not responsible for tolls, parking costs, transport infringements, or fines.

Out posting arrangements

If there are no local SEOs available to fill an Election Management Team (EMT) position, an SEO from another area may be deployed to fill the vacancy.

In these cases, the VEC will cover:

- accommodation (arranged by the VEC)
- travel expenses
- meal allowances.

Rates of pay

This section outlines the pay rates for SEO roles across different election types. Rates vary by role and by the type of election you are appointed to.

The Election Staff Remuneration and Allowance Framework was reviewed in May 2026. Updated rates were approved and applied for the period 18 July 2026 to 30 April 2027.

Election support officers

During a general election (state or local government), ESOs are appointed as Victorian Public Service (VPS) employees.

During by-elections, ESOs may be appointed either:

- as VPS employees, or
- as election casuals appointed under electoral legislation.

ESOs appointed as election casuals are paid at the rates outlined in the table below. The by-election level reflects the number of by-elections an ESO is responsible for.

Role	Base rate	Rate incl. 25% loading	1.5 x base rate	2 x base rate
Election Support Officer (by-election level 1)	\$54.31	\$67.89	\$81.47	\$108.62
Election Support Officer (by-election level 2)	\$56.59	\$70.74	\$84.89	\$113.18
Election Support Officer (by-election level 3)	\$58.71	\$73.39	\$88.07	\$117.42

State parliamentary elections

Role	Base rate	Rate incl. 25% loading	1.5 x base rate	2 x base rate
Election Manager	\$58.71	\$73.39	\$88.07	\$117.42
Assistant Election Manager	\$50.88	\$63.60	\$76.32	\$101.76
Hub Manager	\$58.71	\$73.39	\$88.07	\$117.42
Assistant Hub Manager	\$50.88	\$63.60	\$76.32	\$101.76
Logistics and Resourcing Lead	\$50.88	\$63.60	\$76.32	\$101.76
Assistant Logistics and Resourcing Lead	\$48.15	\$60.19	\$72.23	\$96.30
Staffing Lead	\$50.88	\$63.60	\$76.32	\$101.76
Site Coordinator	\$48.15	\$60.19	\$72.23	\$96.30
SEO Reserve	\$48.15	\$60.19	\$72.23	\$96.30

Local government elections

Local councils differ considerably in size, from fewer than 25,000 enrolled voters to more than 200,000 in the largest councils. As a result, local government elections vary in complexity more than state elections, where districts have a similar number of electors.

Rates for Election Managers (EMs) and Assistant Election Managers (AEMs) at local government elections are grouped into levels to reflect this variation.

Role	Base rate	Rate incl. 25% loading	1.5 x base rate	2 x base rate
Election Manager Level 1	\$54.31	\$67.89	\$81.47	\$108.62
Election Manager Level 2	\$55.45	\$69.31	\$83.18	\$110.90
Election Manager Level 3	\$56.59	\$70.74	\$84.89	\$113.18
Election Manager Level 4	\$57.74	\$72.18	\$86.61	\$115.48
Election Manager Level 5	\$58.71	\$73.39	\$88.07	\$117.42
Election Manager Level 6	\$60.47	\$75.59	\$90.71	\$120.94
Assistant Election Manager Level 1	\$41.98	\$52.48	\$62.97	\$83.96
Assistant Election Manager Level 2	\$42.86	\$53.58	\$64.29	\$85.72
Assistant Election Manager Level 3	\$43.74	\$54.68	\$65.61	\$87.48
Assistant Election Manager Level 4	\$44.62	\$55.78	\$66.93	\$89.24
Assistant Election Manager Level 5	\$45.51	\$56.89	\$68.27	\$91.02
Assistant Election Manager Level 6	\$47.27	\$59.09	\$70.91	\$94.54

Other SEO roles

Role	Base rate	Rate incl. 25% loading	1.5 x base rate	2 x base rate
SEO Consultant L1	\$46.38	\$57.98	\$69.57	\$92.76
SEO Consultant L2	\$54.31	\$67.89	\$81.47	\$108.62
SEO Consultant L3	\$58.71	\$73.39	\$88.07	\$117.42

SEO Recruit	\$35.77	\$44.71	\$53.66	\$71.54
SEO Reserve	\$48.15	\$60.19	\$60.19	\$96.30

Centrelink

The VEC cannot advise how election work may affect Centrelink payments. You should contact Centrelink directly for advice.

Performance evaluation

If you are appointed to an election role, you must complete a performance evaluation at the end of the election.

You will complete a self-assessment and submit it to your manager. Your manager will then review your self-assessment and assign a performance rating. All ratings are moderated before they are finalised.

Performance conversations should happen throughout the election period. This helps you understand the expectations for your role and how you are tracking against them.

Appendix 1: Role glossary

Senior election official roles

Role	Definition
Assistant election manager (AEM)	A senior election official appointed by the Electoral Commissioner (EC) to assist in the conduct of an election. The assistant election manager reports directly to the election manager.
Election manager (EM)	A senior election official appointed by the Electoral Commissioner (EC) to conduct an election for a district at a state election or a council at a local government election. The election manager is the front-line manager for that election and reports to the election support officer.
Election support officer (ESO)	An experienced senior election official appointed by the Electoral Commissioner (EC) to support and manage election management teams in the conduct of elections from a head office base.
Staffing lead	A person responsible for the planning, coordination, and day-to-day delivery of all staffing functions across the districts serviced by the hub
Hub liaison officer	A person who acts as the primary head office liaison for assigned hub managers, with a focus on enabling functions including staffing, logistics and resourcing, and site management.
Logistics and resourcing lead	A person responsible for the planning, coordination, and day-to-day management of all resourcing and logistics functions at the hub.
Hub manager	A person who oversees the efficient delivery of enabling services (staffing, logistics and resourcing, and site coordination), acts as the primary point of contact for head office and the central local escalation point within the hub, and holds overarching responsibility for physical security, health, safety and wellbeing, and emergency management at the venue. They work in partnership with election managers to build a cohesive hub culture grounded in collaboration, shared purpose and mutual support.
Site coordinator	A person responsible for commissioning, setting up, reconfiguring, and decommissioning the election hub site. This role ensures the hub is safe, functional, and supports the needs of staff and visitors throughout the election period.
Senior election official (SEO)	A person who has completed the recruitment process and has been invited to join the senior election official talent pool. SEOs may be appointed to management roles in the conduct of elections, as outlined in this handbook.
Senior election official (SEO) consultant	A senior election official appointed to provide specialist advice, support, or project-based assistance in the planning, delivery, or review of election activities.

Senior election official (SEO) recruit	A person who is participating in the recruitment process for senior election officials and is paid for their time where recruitment activities significantly exceed standard recruitment practices. SEO recruits are paid at a lower rate than other SEO roles, as they have not yet successfully completed recruitment and are not considered a senior election official.
Senior election official (SEO) reserve	A person appointed to a reserve position to ensure the VEC has sufficient trained election management staff available for major election events. If an SEO reserve is required to step into an Election Management Team (EMT) role, they will be paid at the rate that applies to that role.

Relevant head office roles

Role	Definition
Deputy Electoral Commissioner (DEC)	A person appointed by the Governor-in-council to perform all functions, powers and duties delegated by the Electoral Commissioner. During the absence of the Electoral Commissioner, or if that office becomes vacant, the Deputy Electoral Commissioner shall act in that office.
Electoral commissioner (EC)	A person appointed by the Governor-in-Council to be responsible for the administration of electoral law in Victoria. The Electoral Commissioner is the Chief Executive Officer of the Victorian Electoral Commission with the power to appoint Election managers and other integral roles. The EC's responsibilities include the maintenance of the electoral roll and the conduct of all Parliamentary and municipal elections.
Help desk operator	Trained operators who respond to enquiries from election offices and assist or refer the issue to specific support staff. Calls regarding procedural matters are forwarded to Election support officers.

Appendix 2: Position descriptions (state general elections)

Election Manager

Position statement

The VEC appoints Election Managers (EM) and Assistant Election Managers (AEM) for each district from its pool of Senior Election Officials (SEOs). These roles are critical for election delivery. The Election Manager is appointed under the Electoral Act 2002 and is responsible for exercising all the duties and powers in relation to the conduct of the election for their assigned district.

During state general elections, the VEC establishes hubs – central field-based sites that manage election operations for between one to four electoral districts, depending on the location. It serves as the base for key election activities and provides logistical support, staffing coordination, and material resourcing to the districts it services.

The Election Manager is a key leadership role within the Hub Management team, responsible for the planning, coordination, and successful delivery of election operations for their assigned district.

They lead a small team and manage the day-to-day execution of electoral activities in line with the Election Manual and Election Diary, working in close partnership with other hub leads to ensure staffing, logistics, and other key activities occur in accordance with strict legislative timelines. They are accountable for the delivery of voting services across all channels, the coordination of vote exchange and count activities, and the role serves as a local escalation point for resolving operational issues in accordance with established procedures.

Accountabilities

- Work as an integral member of the Hub Management team to plan, coordinate, and oversee all electoral activities within the assigned district, ensuring delivery in line with the Election Manual, Election Diary, and legislative timelines. Participate in daily hub briefings and provide progress reporting to the Hub Manager to support alignment and coordination across all operational functions.
- Lead and supervise a small team, including the Assistant Election Manager (AEM), with full accountability for the performance, outcomes and compliance of your work area.
- Be responsible for the planning, documentation and reporting of election matters relevant to the current election. This includes managing the day-to-day operations of the EMT, including daily briefings, resource planning and personnel management, planning tasks and resources in accordance with the Election Manual and Election Diary, maintaining accurate records of all election matters in the Election Diary and communicating all relevant issues to the Election Support Officer and the Hub Manager, as appropriate.
- Collaboratively setting and appraising staff performance and development goals that are meaningful, measurable and aligned with operational plans to achieve personal and organisational objectives.

- Act as a local escalation point for any issues related to election operations and escalate to the Election Support Officer for guidance, support or further escalation to head office programs in line with established escalation pathways
- Be responsible for assigned election activities, including the planning and delivery of the assigned activity and managing the relevant Activity Leads. Assigned activities could include:
 - training of election staff
 - count coordination
 - early vote sort
 - early vote count
 - early vote exchange
 - mobile sort, count and vote exchange
 - region ballot paper preparation
 - election night results entry
 - district re-checks
 - absent vote exchange
 - preference distributions
 - recounts (if needed).
- Collaborate with the Staffing Lead to support the recruitment and appointment of election officials within the district. Contribute to the selection of senior field staff, including Voting Centre Managers, Early Voting Centre Managers, Mobile Voting Managers, and other key roles.
- Monitor the storage, preparation and distribution of materials for the relevant election to ensure all resources are ready to schedule.
- Monitor the set-up, physical organisation and decommissioning of the district election office to ensure the election activities can be undertaken securely and efficiently.
- Provide adequate and compliant voting services for all electors within the district. This includes, monitoring the delivery of voting services in early voting centres, mobile voting teams and election day voting centres, develop a mobile voting itinerary in consultation with relevant services, manage, guide and support Voting Centre Managers, Election Liaison Officers, Early Voting Centre Managers and Mobile Voting Manager to ensure voting services are efficient and effective.
- Represent the VEC in localised contact and communications with candidates, parties, the media, public and stakeholders. This includes, providing key information and handling queries, processing candidate nominations, conducting the draw for candidates' position on the ballot paper as a public event, processing how to vote cards, declaring results and responding to escalated issues such as compliance with electoral material rules.
- Be responsible for count management of assigned district, including monitoring the implementation of the count plan, determining the formality of ballot papers as required, briefing and supervising scrutineers and ensuring accurate results data entry for all counts conducted at the hub.

- Be jointly responsible for the District Account of Ballot Papers, working closely with the Hub Logistics and Resourcing Lead, to ensure the security of ballot material and other sensitive materials.
- Provide support to co-located Election Management Teams as required, including sharing expertise, assisting with problem-solving, and contributing to a collaborative and coordinated approach to hub-wide election delivery.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the VEC
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Demonstrated operational 'hands-on' project management skills with a proven record of achievement in leading multiple complex projects, including the ability to co-ordinate tasks, set priorities and see projects through to successful completion in accordance with inflexible deadlines.

Key skills/abilities

- Demonstrated capacity to develop and manage a team, through delegation, supervision, motivation and training of staff, and ability to address and resolve issues concerning team performance.
- Excellent communication and interpersonal skills, demonstrated through ability to negotiate and work effectively with a wide range of internal and external stakeholders, including candidates and members of the public.
- Demonstrated ability to adhere to strict procedures, maintain close attention to detail, and maintain thorough and accurate documentation while working to tight timelines.
- Demonstrated ability to problem solve and prioritise effectively when under pressure while working to immovable deadlines.
- Demonstrated capability to learn and adapt to new business systems and computer systems and adapt positively to changing procedures and technologies.

Personal attributes

- Demonstrated commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments.
- Commitment to a respectful, inclusive, and collaborative workplace culture.
- Proactive and solutions-focused approach to identifying and addressing risks or concerns.

Qualifications

- A current driver's licence is required, along with the ability to use a personal vehicle when necessary.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Election Manager (State Election, Hub) should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500 m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry and pack materials and equipment such as large security boxes (usually less than 13 kg), which may involve pushing, pulling, and squatting actions
- perform tasks requiring fine motor skills, concentration and sustained visual focus
- use a computer or laptop for extended periods of time
- work extended or irregular hours during peak election periods with appropriate breaks, maintaining stamina in a fast-paced and high-pressure environment
- work in warehouse-style environment where temperatures and noise levels may vary
- move between various work sites, including the hub, early voting centres and other venues as required.

Assistant Election Manager

Position statement

The VEC appoints Election Managers (EM) and Assistant Election Managers (AEM) for each district from its pool of Senior Election Officials (SEOs). These roles are critical for election delivery. The election manager is appointed under the Electoral Act 2002 and is responsible for exercising all the duties and powers in relation to the conduct of the election for their assigned district, while the assistant election manager supports them in doing so.

During state general elections, the VEC establishes hubs – central field-based sites that manage election operations for between one to four electoral districts, depending on the location. It serves as the base for key election activities and provides logistical support, staffing coordination, and material resourcing to the districts it services.

Reporting to the Election Manager, the Assistant Election Manager plays a key support role in the delivery of election operations for the assigned district. Working as part of the Hub Management team, they assist in coordinating the day-to-day execution of electoral activities in line with the Election Manual and Election Diary. Under the direction of the Election Manager, they contribute to the delivery of voting services, support the coordination of vote exchange and count activities, and help ensure that all operational activities are completed accurately and within legislative timeframes. The Assistant Election Manager also works closely with other hub leads, supports recordkeeping and reporting requirements, and may take responsibility for specific elements of the Election Manager's portfolio as required to ensure the smooth delivery of electoral operations.

Accountabilities

- Support the planning and delivery of assigned election activities within the hub. Assigned activities could include:
 - training of election staff
 - scrutineer management
 - election night results entry
 - count coordination
 - early vote sort
 - early vote count
 - early vote exchange
 - mobile sort, count and vote exchange
 - region ballot paper preparation
 - district re-checks
 - absent vote exchange
 - preference distributions

- recounts (if needed).
- Assist the Election Manager to monitor the set-up, delivery of election activities and decommissioning of the hub to meet the operational timeframes and standards for the relevant district.
- Assist the Election Manager to plan, document and report on election matters relevant to the current election. This includes assisting with the supervision of the day-to-day operations of the election office team, planning tasks and resources in accordance with the Election manual and Election diary, maintaining accurate records of election matters and communicating all relevant issues to the Election Manager.
- Assist the Election Manager to monitor the delivery of staffing services for the relevant election, to ensure the selection, appointment and assessment of appropriately skilled staff to meet operational timeframes and standards of the relevant election.
- Support the Election Manager to process candidate nominations, conduct the ballot draw, process How-to-Vote cards and declare results. Raise issues of compliance with electoral material rules with the Election Manager.
- Support the Election Manager to plan, deliver and supervise voting services for all electors within the current election, including early voting centres, mobile voting teams and election day voting centres. Assist the Election Manager in supporting Early Voting Centre Managers, Early Voting Liaison Officers, Voting Centre Managers, Election Liaison Officers and the Mobile Voting Manager.
- Assist the Election Manager to maintain an accurate and up to date District Account of Ballot Papers and to ensure ballot material and other sensitive materials are handled securely.
- Assist the Election Manager in the implementation of the count plan, determining formality of ballot papers as required, briefing and supervising scrutineers and ensuring accurate data entry of results for all counts conducted at the hub.
- Provide support to co-located Election Management Teams as required, including sharing expertise, assisting with problem-solving, and contributing to a collaborative and coordinated approach to hub-wide election delivery.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the VEC.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.

- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Demonstrated operational 'hands-on' project management skills with a proven record of achievement in leading multiple complex projects, including the ability to co-ordinate tasks, set priorities and see projects through to successful completion in accordance with inflexible deadlines.

Key skills/abilities

- Demonstrated capacity to develop and manage a team, through delegation, supervision, motivation and training of staff, and ability to address and resolve issues concerning team performance.
- Well-developed communication and interpersonal skills, demonstrated through ability to negotiate and work effectively with a wide range of internal and external stakeholders, including candidates and members of the public.
- Demonstrated ability to adhere to strict procedures, maintain close attention to detail, and maintain thorough and accurate documentation while working to tight timelines.
- Demonstrated ability to problem solve and prioritise effectively when under pressure while working to immovable deadlines.
- Demonstrated capability to learn and adapt to new business systems and computer systems and adapt positively to changing procedures and technologies.

Personal attributes

- Demonstrated commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments.
- Commitment to a respectful, inclusive, and collaborative workplace culture.
- Proactive and solutions-focused approach to identifying and addressing risks or concerns.

Qualifications

- A current driver's licence is required, along with the ability to use a personal vehicle when necessary.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Assistant Election Manager (State Election, Hub) should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry and pack materials and equipment such as large security boxes (usually up to 13 kg), which may involve pushing, pulling, and squatting actions
- perform tasks requiring fine motor skills, concentration and sustained visual focus
- use a computer or laptop for extended periods of time
- work extended or irregular hours, with appropriate breaks, during peak election periods, maintaining stamina in a fast paced and high-pressure environment
- work in a warehouse-style environment where temperatures and noise levels may vary
- move between various work sites, including the hub, early voting centres and other venues as required.

Hub Manager

Position statement

A hub is a central field-based site established to manage election operations for between 1 and 4 electoral districts. It serves as the base for key election activities and provides logistical support, staffing coordination, and material resourcing to the districts it services.

The Hub Manager leads the election hub and provides overarching coordination and leadership across the districts the hub supports. They lead the hub management team, with the assistant hub manager (AHM), staffing lead (SL), logistics and resourcing lead (L&R lead) and site coordinator (SC) reporting directly to them, and work in partnership with election managers to build a cohesive hub culture grounded in collaboration, shared purpose and mutual support.

The Hub Manager oversees the efficient delivery of enabling services (staffing, logistics and resourcing, and site coordination), acts as the primary point of contact for head office and the central local escalation point within the hub, and holds overarching responsibility for physical security, health, safety and wellbeing, and emergency management at the venue. While not embedded in district election operations, the Hub Manager is accountable for the integration, alignment and consistent practices that enable all teams in the hub to deliver successfully from site possession through to pack-up.

Accountabilities

- Take possession of the hub venue from the election venues team, verify site readiness and administer the allocation and tracking of keys, access passes and fobs throughout the election period
- Oversee the efficient and effective delivery of enabling services (staffing, logistics and resourcing, and site coordination) at the hub, ensuring all hub-based activities are delivered according to instructions and within required timeframes
- Lead the hub management team (HMT) and work in partnership with election managers to build a cohesive hub culture grounded in collaboration, shared purpose and mutual support; drive cohesive communication across all hub functions and EMTs
- Work in partnership with election managers and ensure cross-district coordination, consistent practices and smooth handovers between operational and enabling functions
- Monitor progress of activities across the hub using the Election diary, Field activity schedule and hub district count plans, ensuring hub staff understand task dependencies and are prepared for handover points between teams
- Act as the primary point of contact for head office at the hub, drawing on reporting input from election managers and functional leads to provide consolidated hub-level updates to the hub liaison officer (HLO), and proactively reporting emerging issues or risks via Help Desk before they materialise
- Serve as the central local escalation point for the assistant hub manager (AHM), staffing lead (SL), logistics and resourcing lead (L&R lead) and site coordinator (SC), and escalate unresolved matters to Help Desk in accordance with established escalation pathways

- Hold overarching responsibility for physical security at the hub, acting as the local escalation point for security incidents and escalating major threats or breaches to the HLO via Help Desk
- Support the hub staffing function by maintaining oversight of the hub roster, coordinating staff reallocation across hub activities, and acting as the escalation point for performance and behaviour matters
- Provide direction and oversight to the AHM, allocating their support across hub teams based on operational need while ensuring their core responsibilities for community information sessions and scrutineer administration take priority
- Manage all hub finances, including petty cash and the VEC COS account, banking of candidate nomination deposits, approval of invoices for all districts (excluding voting centre invoices), forwarding of candidate refund forms, and completion of the Finance branch return P706
- Operate the Australia Post charge account, manage outgoing and incoming mail at the hub, and provide weekly mailing statements to the head office finance team
- Act as the hub's designated health, safety and wellbeing (HSW) point of contact, conducting regular hub walkthroughs to identify hazards, implementing and reviewing risk control measures in consultation with the site coordinator, supporting staff to respond to and report incidents, and assisting head office HSW with investigations as directed
- Act as chief warden in the event of an emergency at the hub, leading the response in line with the Emergency procedures action plan, delegating warden functions to deputy wardens as required, and ensuring incident reporting is completed
- Lead the pack-up of the hub, complete specific pack-up tasks (finance return, records filing, equipment preparation, IT deinstallation prep, and collection of keys, fobs and access passes), support the SC with broader pack-up, and ensure HMT representation at the hub for final site decommission
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the hub.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Key skills/abilities

- Demonstrated experience in operational planning and management, particularly in logistics and coordination across multiple sites or districts, including the ability to monitor performance, report on progress, and align local operations with broader organisational goals
- Ability to interpret and apply relevant legislation, policies and procedures to ensure compliance and uphold the integrity of electoral processes
- Strong problem-solving and decision-making skills, with the ability to assess complex or time-sensitive issues, determine appropriate courses of action, and involve relevant stakeholders to support timely resolution
- Proven ability to lead, support, and coordinate diverse teams in high-pressure, deadline driven environments, including delivering briefings, promoting accountability, and creating a cohesive, outcome-focused workplace
- Excellent stakeholder management and communication skills, including the ability to build trust, influence outcomes, and work collaboratively with internal and external partners across all levels
- High level computer literacy, including proficiency in Microsoft Office and the ability to quickly learn and apply specialised in-house applications

Personal attributes

- Commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments
- Commitment to a respectful, inclusive, and collaborative workplace culture
- Proactive and solutions-focused approach to identifying and addressing risks or concerns

Preferred

- Knowledge of electoral operations and processes
- Strong understanding of risk management, compliance, and workplace health, safety and wellbeing (HSW) standards and protocols, including manual handling, site safety and incident reporting

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Hub Manager should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry, and pack materials and equipment (usually less than 13 kg), which may involve pushing, pulling and squatting actions
- load and unload items from vehicles and handle equipment during deliveries and collections which may include pushing, pulling and squatting actions
- work in both indoor and outdoor areas, including loading zones or storage areas where temperatures and noise levels may vary
- work extended or irregular hours during peak election periods with appropriate breaks, maintaining stamina in a fast-paced and high-pressure environment.

Assistant Hub Manager

Position statement

A hub is a central field-based site established to manage election operations for between one and four electoral districts. It serves as the base for key election activities and provides logistical support, staffing coordination, and material resourcing to the districts it services. Each hub is led by a Hub Manager.

The Assistant Hub Manager (AHM) holds two standing responsibilities across the districts the hub supports: managing the delivery of Victorian community information sessions (VCIS) within their assigned region for a five-week period from 22 October to 26 November 2026 and leading scrutineer administration in the hub during the periods when scrutineers are observing election activities. VCIS provide electoral information and enrolment outreach to community groups, particularly in areas with lower participation rates and higher rates of informal voting.

Outside of these core responsibilities, the AHM is a flexible resource for the hub, stepping in wherever the need is greatest as directed by the Hub Manager. This may include supporting election management teams, supporting enabling functions (staffing, logistics and resourcing, and site coordination), or assisting the Hub Manager with general hub management and coordination.

Accountabilities

- Manage and execute the delivery of Victorian community information sessions (VCIS) across all districts the hub supports, providing electoral information and enrolment outreach to community groups, particularly in areas with lower participation rates and higher rates of informal voting. This includes:
 - Liaising with host organisations to confirm or update arrangements for registered booking delivery
 - Execution of engaging VEC presentation materials
 - Prepare the resources and equipment required for each Hub assigned Victorian community information session (VCIS)
 - maintaining accurate records of sessions delivered, attendance and community feedback to complete session reporting
- Lead scrutineer administration across all districts within the hub throughout election day and the counting period. This includes:
 - managing scrutineer leads and other staff
 - coordinating the scrutineer check-in process on election day across all hub districts and ensuring scrutineer attendance is managed within approved quota limits
 - managing scrutineer registration, access and conduct within general hub areas in accordance with VEC procedures
 - managing briefing of scrutineers and ensuring they understand their rights and obligations

- managing and escalating scrutineer-related issues in accordance with established procedures
- Manage challenging stakeholder interactions, resolving issues calmly, professionally and impartially under operational pressure
- Provide direct support to the Hub Manager, including stepping in to perform their duties during periods of absence or unavailability
- Act as an agile resource for the hub. Supporting election management teams (EMTs) and enabling function leads (staffing, logistics and resourcing, and site coordination) at the direction of the Hub Manager to meet deadlines, resolve issues, or absorb unexpected volumes of work. This may include:
 - supporting election managers (EMs) with candidate nominations, the ballot draw and the processing of how-to-vote cards
 - supporting the planning, delivery and supervision of voting services, including early voting centres (EVCs), mobile voting and election day voting centres
 - supporting activities or counts that are falling behind schedule
 - stepping in for absent EMT members or functional leads
 - supporting the delivery of training
 - supporting staffing processes in districts where staffing is not meeting milestones
 - supporting logistics and resourcing or site coordination activities as required
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
- Managing and appraising the performance of staff to ensure organisational objectives are achieved
- Maintaining a safe working environment for employees without risk which includes providing information, instruction, and supervision to employees to enable them to work safely
 - Actively promoting a positive and respectful culture across the VEC
 - Actively support and promote the objectives of the VEC and demonstrate the VEC's Values
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- Other duties as requested.

Key Selection Criteria

Technical expertise

- Demonstrated operational ‘hands-on’ project management skills with a proven record of achievement in leading multiple complex projects, including the ability to co-ordinate tasks, set priorities and see projects through to successful completion in accordance with inflexible deadlines

Key skills/abilities

- Demonstrated ability to engage, communicate with, and present to broad based community groups in a clear, confident and culturally sensitive manner, including diverse and under-represented communities
- Demonstrated capacity to develop and manage a team, through delegation, supervision, motivation and training of staff, and ability to address and resolve issues concerning team performance
- Well-developed communication and interpersonal skills, demonstrated through the ability to negotiate and work effectively with a wide range of internal and external stakeholders, including community organisations, candidates and members of the public
- Demonstrated ability to adhere to strict procedures, maintain close attention to detail, and maintain thorough and accurate documentation while working to tight timelines
- Demonstrated ability to problem solve and prioritise effectively when under pressure while working to immovable deadlines
- Demonstrated ability to use presentation technology independently, including setting up venue or host organisation projection equipment, running sessions via Microsoft Teams, and resolving basic technical issues on the spot
- Demonstrated capability to learn and adapt to new business systems and computer systems and adapt positively to changing procedures and technologies including Microsoft Outlook and Teams for in-person and online community presentations.

Personal attributes

- Demonstrated commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments
- Commitment to a respectful, inclusive, and collaborative workplace culture
- Proactive and solutions-focused approach to identifying and addressing risks or concerns
- Comfortable working as an agile resource, adapting quickly to changing priorities and different operational contexts across multiple districts.

Qualifications

- A current driver’s licence is required, along with access to a personal vehicle – this role involves travelling to community venues across the hub’s districts to deliver information sessions.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Assistant Hub Manager should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry and pack materials and equipment such as large security boxes (usually up to 13 kg), which may involve pushing, pulling, and squatting actions
- perform tasks requiring fine motor skills, concentration and sustained visual focus
- use a computer or laptop for extended periods of time
- work extended or irregular hours, with appropriate breaks, during peak election periods, maintaining stamina in a fast-paced and high-pressure environment
- work in a warehouse-style environment where temperatures and noise levels may vary
- travel to community venues across multiple districts within the hub, including driving a personal vehicle.

Logistics and Resourcing Lead

Position statement

A hub is a central field-based site established to manage election operations for between one and four electoral districts, depending on the location. It serves as the base for key election activities and provides logistical support, staffing coordination, and material resourcing to the districts it services.

The Logistics and Resourcing Lead is responsible for the planning, coordination, and day-to-day management of all logistics and resourcing functions at the hub. This includes overseeing the preparation, receipt, dispatch, and secure handling of election materials and resources for each supported district. A core responsibility is ensuring that all early voting, mobile, and election day voting centres are appropriately and consistently resourced.

A key focus of the role is the secure movement, management, and tracking of sensitive election materials, especially ballot papers and electoral roll products. The Hub Logistics and Resourcing Lead must uphold strict adherence to VEC procedures and electoral integrity standards at all times. Rigorous tracking, handling, reconciliation, and record keeping are critical to maintaining transparency, security, and public confidence in the electoral process.

As part of the hub management team, the role reports locally to the Hub Manager and functionally to the Head Office Logistics and Resourcing team. The role also involves supervising a small team of officers to meet operational goals within the tight timeframes of the election period.

Accountabilities

- Work as an integral member of the hub management team to support hub operations and to ensure the secure, timely, and accurate movement, handling, and resourcing of election materials for all serviced districts. Participate in daily briefings and actively manage progress reporting to the Hub Manager (and relevant Election Manager for each district) to ensure operational goals are met within election timeframes.
- Lead a small logistics team, with full accountability for performance, outcomes, compliance of your work area and enforcing safe work practices and work hours are maintained.
- Be responsible for the secure receipt, preparation, distribution, tracking, reconciliation, and return of ballot papers within and beyond the hub. Ensure strict control of ballot paper secure zones, prepare ballot papers and resources for counting activities, and maintain accurate records using approved systems, reports, and standard operating procedures to support election-wide transparency and integrity. Work closely with Election Managers to support accurate reconciliation of the District Account of Ballot Papers.
- Oversee stock management and control procedures for the receipt, reconciliation, dispatch, and use of all election materials. Maintain accurate and comprehensive records of all transactions and provide timely data to relevant stakeholders.
- Support the planning and execution of delivery and collection schedules for all election venues, including hubs, election offices, and centralised sites.

- Coordinate all inbound and outbound resource and ballot material movements, including the scheduling planned and ad-hoc deliveries or collections using hub vans. Ensure all transport activities are carried out efficiently and in full compliance with Chain of Responsibility (CoR) obligations.
- Maintain an accurate and up-to-date inventory of all ERMO devices designated to the hub. Ensure all devices are handled and stored securely. Keep detailed records of laptop allocations, including asset numbers, and maintain documented evidence of both receipt and return. Coordinate the configuration and deployment of devices to ensure they are ready for use.
- Plan and coordinate the preparation and Return of Materials (ROM) from voting centres, including the retrieval of ballot materials and resources, and oversee final site decommissioning activities.
- Develop and manage day to day traffic management considerations for the site and collaborate with the Site Coordinator, who lead and deliver traffic management on election night.
- Proactively monitor and assess risks and issues within the hub during operations and communicate concerns promptly to the Hub Manager or designated role in accordance with established escalation pathways.
- Liaise with internal and external stakeholders at the direction of the Hub Manager, to ensure the timely availability of resources for VEC operations.
- Work with the Site Coordinator to coordinate the pack-down of materials and equipment and facilitate their return to the VEC warehouse as part of hub decommissioning following an electoral event.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the VEC.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Experience in managing on-site logistics operations, including the receipt, dispatch, secure handling, and accurate record-keeping of materials and resources in line with established procedures.
- Sound knowledge of work health, safety and wellbeing (HSW) principles, with demonstrated experience applying these in operational settings and contributing to safety management.
- Understanding of transport logistics, including scheduling, coordination, and compliance with Chain of Responsibility (CoR) and related transport regulations.
- Experience developing and implementing operational safety plans to ensure safe and efficient vehicle and pedestrian movement. Background in traffic management and site access controls is highly regarded.
- Demonstrated experience operating manual and electric pallet jacks, including safe pallet stacking and wrapping techniques (training provided where required).

Key skills/abilities

- Excellent planning, organisational, and problem-solving skills, including the ability to translate operational goals into team and individual tasks to be met within tight timeframes.
- Demonstrated team supervision experience, including the ability to manage and motivate a small team and ensure accountability for performance and outcomes.
- Well-developed communication, interpersonal and negotiation skills, with the ability to collaborate effectively and maintain productive relationships with internal teams, external providers, and stakeholders at multiple levels.
- Ability to proactively identify, assess, report on and respond to risks and operational issues, including escalation in accordance with established protocols.
- High-level computer literacy, including proficiency in Microsoft Office, stock control systems, and the ability to quickly learn and apply specialised in-house applications.

Personal attributes

- Commitment to creating a safe, inclusive and respectful workplace culture aligned with VEC values.
- High level of integrity and professionalism especially in handling sensitive electoral materials.

Qualifications

- A current driver's licence is mandatory, and the applicant must be confident driving a one tonne van.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Logistics and Resourcing Lead should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry and pack materials and equipment such as large security boxes and ballot papers (usually less than 13 kg), which may involve pushing, pulling, and squatting actions
- competently operate manual and electric pallet jacks, trolleys and other manual handling equipment to safely move materials
- unload pallets and correctly stack and wrap loaded pallets, which may involve pushing, pulling, and squatting actions
- load and unload items from vehicles and handle equipment during deliveries and collections, which may involve pushing, pulling, and squatting actions
- work in both indoor and outdoor areas, including loading zones or storage areas where temperatures may vary.

Staffing Lead

Position statement

A hub is a central field-based site established to manage election operations for between one and four electoral districts, depending on the location. It serves as the base for key election activities and provides logistical support, staffing coordination, and material resourcing to the districts it services.

The Staffing Lead is responsible for the planning, coordination, and day-to-day delivery of all staffing functions across the districts serviced by the hub. This includes overseeing the identification, appointment, and rostering of election staff for hub activities, early voting centres, voting centres, and mobile voting teams. A core responsibility of the role is to ensure that all election activities are consistently and appropriately staffed in line with operational schedules and workforce plans. The Staffing Lead also manages key administrative functions, including timesheet processing and performance record-keeping, and serves as the local escalation point for staffing-related issues.

As part of the Hub Management team, the role reports locally to the Hub Manager and functionally to the Election Staffing (WP5) team. The role also involves supervising a small team of officers to meet operational goals within the tight timeframes of the election period.

Accountabilities

- Work as an integral member of the Hub Management team to support hub operations and to ensure all election activities are appropriately staffed in line with workforce plans and operational schedules. Participate in daily briefings and actively manage progress reporting to the Hub Manager (and relevant Election Manager for each district) to ensure operational goals are met within election timeframes.
- Lead a small staffing team with full accountability for performance, outcomes, compliance of your work area and enforcing safe work practices and work hours are maintained.
- Be responsible for the identification and appointment of all election officials and casual staff across all affiliated districts operating from the hub, including tracking and reporting staffing progress, training completion and readiness to meet operational timeframes. Provide regular updates to VEC's head office teams to support central oversight and planning. Ensure the strict confidentiality of personal data consistent with VEC policies and standards.
- Liaise with the relevant Election Manager to finalise selections for senior field roles such as Voting Centre Managers and Assistant Managers, Early Voting Liaison Officers, Early Voting Centre Managers and Assistant Managers, Mobile Voting Manager and Officers and Election Liaison Officers.
- Be responsible for the allocation of staff to election activities occurring within the hub, including managing staff rostering in alignment with staffing profiles. Support the rostering of Early Voting Centres (EVCs) across affiliated districts.
- Act as the local escalation point for staffing-related issues, escalating as required in line with established escalation pathways. Conduct performance conversations, document outcomes, and manage other performance-related processes, including terminations where required.

- Ensure staffing activities comply with VEC policies, employment legislation, and workplace health, safety and wellbeing requirements. This includes fair and transparent recruitment practices, adherence to employment conditions for casual staff, protection of personal information, and supporting safe and inclusive working environments.
- Perform risk and workplace health, safety and wellbeing (HSW) responsibilities, including:
- Manage timesheet processes in line with payroll requirements, including ensuring the accurate and timely submission of staff timesheets. Maintain accountability for the quality and completeness of timesheet data.
- Ensure all staff performance ratings are completed and entered into the system, and support supervisors to complete their assessments by providing guidance, coordination and oversight of the process.
- Maintaining responsibility for HSW matters within the staffing team and escalating issues to Hub Manager when necessary
- Acting as Deputy Warden and supporting Hub Manager (Chief Warden) where required.
- Providing support to the Hub Manager in relation to emergency management.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational and personal development objectives are achieved
 - maintaining a safe working environment for employees without risk which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the VEC.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Demonstrated experience in the recruitment, rostering, and management of casual or temporary staff in large-scale, time-critical operational environments.

- Knowledge of employment legislation, public sector employment practices, and organisational policies, with the ability to apply them in recruitment, appointment, and staff management activities.
- Experience managing confidential personal information in line with privacy standards and data protection policies, particularly in the context of recruitment and workforce records.

Key skills/abilities

- Strong team management skills, including the ability to supervise staff, monitor performance, address conduct and capability issues, and lead a team to deliver against tight deadlines.
- Excellent planning, time management and organisational skills, with the ability to deliver staffing outcomes under pressure and adjust to changing operational needs.
- Ability to manage staffing activities, including recruitment and selection, rostering, attendance monitoring and assessment data within strict deadlines in a fast-paced, high-pressure environment.
- Strong attention to detail and accountability for the quality, accuracy, and timeliness of staffing records, including timesheets and appointment data, in accordance with audit and payroll requirements.
- Well-developed communication and interpersonal skills, with the ability to liaise effectively with field leadership (e.g. Election Managers), deliver team briefings, manage performance discussions, and resolve interpersonal or staffing issues professionally.
- Ability to proactively identify, assess, report on and respond to operational issues, including escalation in accordance with established protocols.
- High-level computer literacy, including proficiency in Microsoft Office, and the ability to quickly learn and apply specialised in-house applications

Personal attributes

- Commitment to creating a safe, inclusive and respectful workplace culture aligned with VEC values.
- Commitment to integrity, confidentiality and professionalism in handling sensitive information and materials.
- Collaborative mind set with the ability to work positively with internal and external stakeholders to achieve organisational outcomes.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Staffing Lead should be able to:

- use a laptop or computer for extended periods of time

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- safely lift, carry, and pack materials and equipment such as office material, documents and training materials (usually less than 13 kg), which may involve pushing, pulling and squatting actions
- work in warehouse-style environment where temperatures and noise levels may vary
- work extended or irregular hours during peak election periods with appropriate breaks, maintaining stamina in a fast-paced and high-pressure environment.

Site Coordinator

Position statement

A hub is a central field-based site established to manage election operations for between one and four electoral districts, depending on the location. It serves as the base for key election activities and provides logistical support, staffing coordination, and material resourcing to the districts it services.

The Site Coordinator is responsible for ensuring the election hub site is a safe, functional, and supportive environment for all staff and visitors. The role is physically demanding, requiring lifting, carrying and moving items up to 20 kg on a regular basis and operating pallet jacks, trolleys and other manual handling equipment. The role manages a small team to deliver essential services and infrastructure, and coordinates the ongoing maintenance, amenities, and site services throughout the election period.

A key focus of the role is maintaining a safe and secure workplace ensuring compliance with health, safety and wellbeing (HSW) standards and site security protocols.

As part of the hub management team, the role reports locally to the Hub Manager and functionally to the Election Venues team. The role may involve supervising a small team of officers to meet operational goals within the tight timeframes of the election period.

Accountabilities

- Work as an integral member of the Hub Management team to support hub operations and to ensure site operations align with broader election logistics and timelines.
- Manage a small team, scaling the team as needed during peak periods.
- Be responsible for all aspects of site setup, reconfiguration and decommissioning in line with hub phase layouts for each stage of the election. This includes infrastructure, workspace configuration, maintenance of secure ballot paper zones and equipment installation. Maintains IT infrastructure in collaboration with Head Office teams.
- Be responsible for ongoing site maintenance and upkeep throughout the election period to ensure the site is clean and safe. This includes local oversight of services and contracts established by Election Venues team (e.g., cleaning, hygiene, traffic management, waste disposal, minor repairs), sourcing and managing local procurement for services outside centrally managed contracts and ensuring the provision and maintenance of essential staff amenities throughout the election period.
- Monitor and coordinate site security protocols to safeguard resources, people and sensitive electoral materials and ensure all staff and visitors are aware of the protocols.
- Maintain up to date contact and delivery information to support smooth logistical operations and act as the local escalation point for site-related issues, escalating to Election Venues team as required.
- Perform risk and workplace health, safety and wellbeing (HSW) responsibilities, including:
- maintaining responsibility for site coordination HSW matters and escalating issues to Hub Manager when necessary

- acting as Deputy Warden and supporting Hub Manager (Chief Warden) where required
- providing support to the Hub Manager in relation to emergency management.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees without risk which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the hub.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Experience in site maintenance and decommissioning in large scale or complex environments to tight timeframes.
- Experience coordinating site services such as cleaning, hygiene, waste disposal, traffic management, and security, ideally within contracted service providers.

Key skills/abilities

- Strong planning and problem-solving skills, with the ability to coordinate site operations in a high-pressure environment with immovable deadlines and competing priorities.
- Effective communication and interpersonal skills, including the ability to lead small teams, motivate others, provide clear instructions, and escalate issues appropriately.
- Ability to maintain accurate records and clearly communicate tracking and progress updates to support hub-wide coordination and reporting.
- Ability to safely perform the physical requirements of the role, including:
 - safely lifting, carrying, and moving items up to 15–20kg on a regular basis
 - performing repetitive manual handling tasks
 - standing, walking, bending, and stretching for extended periods during shifts.
- Ability to work safely within a busy warehouse environment which includes active operations, including:
 - working in varying environmental conditions (e.g., non-climate-controlled spaces and occasional exposure to dust or noise)

- safely navigating indoor and outdoor environments, including loading docks and storage areas
- operating pallet jacks, trolleys, or other manual handling equipment (training provided where required)
- assisting with stretch hand wrap to wrap pallets where required in preparation for dispatch to other sites.

Personal attributes

- Commitment to creating a safe, inclusive and respectful workplace culture aligned with VEC values.
- High level of integrity and professionalism especially in handling sensitive electoral materials.
- Collaborative mindset with the ability to work positively with internal and external stakeholders to achieve organisational outcomes.

Qualifications

- A current driver's licence is mandatory.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Site Coordinator should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry, and pack materials and equipment (usually less than 13 kg), which may involve pushing, pulling and squatting actions
- load and unload items from vehicles and handle equipment during deliveries and collections which may include pushing, pulling and squatting actions
- perform repetitive manual handling tasks and activities throughout the work period with the ability to take postural breaks as required
- work indoors and outdoors, including loading zones or storage areas where temperatures and noise levels may vary
- competently operate manual and electric pallet jacks, trolleys, and other manual handling equipment to safely move fully loaded pallets (training provided)
- work extended or irregular hours during peak election periods with appropriate breaks, maintaining stamina in a fast-paced and high-pressure environment
- operate a vehicle, supported by a current driver's licence.

Appendix 3: Position descriptions (other SEO roles)

Senior Election Official (SEO) Reserve

Position statement

This role supports the continuity, effectiveness and integrity of election delivery by providing experienced senior election official support across projects. The SEO Reserve role exists to ensure the VEC can respond quickly and effectively when Election Manager or Assistant Election Manager capacity is required during the lead up to or conduct of an election.

Accountabilities

The SEO Reserve:

- completes all required training
- supports the delivery of election projects, programs and operations by undertaking assigned tasks and activities as directed
- provides operational support to election offices, hubs or VEC head office to maintain continuity of election delivery
- applies relevant electoral legislation, rules, procedures and processes accurately and consistently
- provides guidance, advice and practical assistance as directed
- performs office-based tasks for extended periods
- contributes to the development, review and improvement of procedures and processes
- undertakes voting centre reviews, election office acquisitions or other preparatory activities, as required
- performs duties in an efficient, impartial and professional manner at all times
- may work extended hours during peak election periods, as required
- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- performs other duties as requested.

Key selection criteria

The SEO Reserve is able to:

- perform project or program work accurately within a complex and time critical environment
- provide operational support and guidance when required

- analyse issues, apply judgement and escalate matters appropriately
- communicate clearly and professionally with managers, colleagues and stakeholders
- demonstrate professionalism, adaptability, impartiality and sound decision making.

Physical requirements

The following list is not exhaustive, and other tasks may be required.

The SEO Reserve should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500m or more depending on venue requirements
- safely lift, carry, and pack materials and equipment (usually less than 13 kg), which may involve pushing, pulling and squatting actions
- climb stairs if the venue has multiple levels
- maintain the stamina and professionalism needed to perform effectively in a fast paced, high-pressure, public-facing environment
- drive a personal vehicle between sites supported by a current driver's licence, if required.

Senior Election Official (SEO) Consultant (level 1)

Position statement

The SEO consultant level 1 is the foundational level of the SEO consultant role. Any member of the SEO pool may be appointed to this role, regardless of their level of election experience. Level 1 consultants contribute to VEC projects and pre-election activities by participating in tasks such as user testing, pilot sessions and operational support. They work under the direction of a project lead and apply their election knowledge to contribute to project outcomes. This role does not require specialist expertise and suits a broad range of SEO backgrounds.

SEO consultants are appointed to support specific VEC projects, programs or pre-election activities. The duties relevant to each appointment depend on the nature and needs of the project. The duties listed below are typical of this role but are not exhaustive. Not all duties will apply to every appointment.

Accountabilities

The SEO Consultant Level 1:

- contributes to project or program tasks as directed
- undertakes allocated activities such as reviewing forms, checklists or guidance, assisting with materials preparation, or supporting other operational readiness tasks
- provides practical feedback on procedures, manuals or online training from a layperson perspective
- participates in user testing, pilot session or reviews to support continuous improvement of systems and instructional products
- supports election workforce recruitment activities such as serving on interview panels or assisting with recruitment administration
- performs voting centre reviews or election office acquisition tasks where applicable
- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- other duties as requested.

Key selection criteria

The SEO Consultant Level 1 is able to:

- follow instructions accurately and apply VEC procedures
- communicate clearly and professionally
- contribute effectively as part of a project or operational team
- manage time and tasks within set expectations
- adapt to changing priorities during busy periods
- demonstrate integrity, impartiality and attention to detail

Physical requirements

The following list is not exhaustive, and other tasks may be required.

The SEO Consultant Level 1 should be able to:

- sit for long periods
- use a computer for extended periods
- use the telephone frequently and for extended periods
- climb stairs if the venue has multiple levels

Senior Election Official (SEO) Consultant (level 2)

Position statement

The SEO consultant level 2 builds on the foundational level 1 role and is used when a project requires specific expertise or experience. This is the most common SEO consultant appointment and covers work such as reviewing and supporting development of instructional products, training materials and operational guidance, supporting bulk recruitment activities, and providing specialist feedback from an SEO perspective. Level 2 consultants work with a degree of independence under a project lead, applying their skills and judgement to more complex tasks. They may also guide level 1 consultants on routine activities.

SEO consultants are appointed to support specific VEC projects, programs or pre-election activities. The duties relevant to each appointment depend on the nature and needs of the project. The duties listed below are typical of this role but are not exhaustive. Not all duties will apply to every appointment.

Accountabilities

The SEO Consultant Level 2:

- provides specialist advice and insights from an SEO perspective to support project teams
- applies election knowledge and experience to support development or review of procedures, manuals, online training and operational guidance
- contributes to the design, drafting or review of instructional products and learning materials
- supports election workforce recruitment activities such as serving on interview panels, reviewing applications, completing reference checks, or completing candidate assessments
- supports training development and may assist with session delivery under guidance
- assists with development or refinement of election or project processes
- coordinates or supports small project components, ensuring tasks are completed on time and to standard
- may guide other election staff on routine tasks
- works with independence, applying judgement and escalating issues when required
- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- other duties as requested.

Key selection criteria

The SEO Consultant Level 2 is able to:

- apply legislation, rules and VEC procedures to more complex tasks

- contribute to procedure, guidance or training development
- demonstrate strong written and verbal communication skills
- work both independently and collaboratively in project environments
- manage competing priorities and meet deadlines
- share expertise and support capacity building for other SEOs
- problem solve within established guidelines and escalate appropriately
- demonstrate integrity, impartiality and attention to detail

Physical requirements

The following list is not exhaustive, and other tasks may be required.

The SEO Consultant Level 2 should be able to:

- sit for long periods
- use a computer for extended periods
- use the telephone frequently and for extended periods
- climb stairs if the venue has multiple levels

Senior Election Official (SEO) Consultant (level 3)

Position statement

The SEO consultant level 3 is reserved for the most experienced members of the SEO pool and reflects capability expectations similar to election support officer positions. They may lead the development of instructional products or training rather than participating under a project lead's direction. They may deliver training to other SEOs or head office staff, undertake high-complexity review work, or coordinate significant project components. Level 3 consultants operate with a high degree of independence and judgement and are engaged for work that demands extensive election management experience.

SEO consultants are appointed to support specific VEC projects, programs or pre-election activities. The duties relevant to each appointment depend on the nature and needs of the project. The duties listed below are typical of this role but are not exhaustive. Not all duties will apply to every appointment.

Accountabilities

The SEO Consultant Level 3:

- provides authoritative election advice and guidance based on extensive EM/AEM/ESO experience
- leads or contributes to development, refinement, testing and review of election procedures, instructional products and training, drawing on practical election experience
- facilitates face to face or online training sessions for SEOs, election managers, project teams or other election staff
- supports project teams by leading complex components of work, managing issues or coordinating deliverables
- acts as a subject matter expert during major pre-election or readiness activities
- identifies risks, emerging issues or procedural gaps and provides solutions or recommendations
- supports election manager capability building and may participate in performance review or coaching activities
- contributes to continuous improvement and policy development by analysing lessons learned or identifying operational insights
- represents the project or program in stakeholder meetings or working groups
- supports operational surge needs or reserve arrangements where high-level election knowledge is required
- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- other duties as requested.

Key selection criteria

The SEO Consultant Level 3 is able to:

- demonstrate extensive experience as an Election Manager, Assistant Election Manager, or Election Support Officer
- apply expert knowledge of Victorian Parliamentary and local government election procedures
- develop, refine or review election procedures, training materials and instructional resources
- facilitate training or briefings confidently and effectively for diverse groups (including SEO peers and head office stakeholders)
- lead or coordinate complex operational or project tasks under pressure
- identify, resolve and escalate high risk issues
- communicate with influence, negotiate outcomes and build strong working relationships
- show leadership attributes, including modelling VEC values and supporting capability uplift
- maintain integrity, impartiality, professionalism and attention to detail in high-pressure, public facing environments

Physical requirements

The following list is not exhaustive, and other tasks may be required.

The SEO Consultant Level 3 should be able to:

- sit for long periods
- use a computer for extended periods
- use the telephone frequently and for extended periods
- climb stairs if the venue has multiple levels

Senior Election Official (SEO) Recruit

Position statement

This role is for staff completing the in-person part of the Senior Election Official recruitment program. Successful candidates may be added to the Senior Election Official pool.

An SEO Recruit may be required to attend training, take part in group activities, and complete assessments.

Being added to the Senior Election Official pool does not guarantee an election management appointment. If you are not offered an election management team role, you may be considered for other election roles if you are available.

Accountabilities

The Senior Election Official Recruit:

- completes all required training, including online training
- attends face-to-face assessment session
- behaves in accordance with VEC values and expectations
- engages in team and group work, discussions and projects
- learns required material
- participates in planning activities
- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- performs other duties as directed.

Key selection criteria

The Senior Election Official Recruit is able to:

- manage several tasks and projects at the same time, set priorities, and complete work on time, even when deadlines cannot change
- support, guide, and coordinate a team, including training, delegating tasks, supervising work, and helping staff improve their performance
- communicate clearly and respectfully with a wide range of people, including colleagues, candidates, and members of the public, and work cooperatively with others
- follow established procedures carefully, maintain strong attention to detail, and keep accurate and complete records while working to tight timelines
- solve problems and make sound decisions under pressure, especially when deadlines are fixed
- learn new systems, processes, and technologies quickly, and adapt positively if procedures change

- act with integrity, impartiality, and professionalism, especially in high-profile or sensitive environments
- contribute to a respectful, inclusive, and collaborative workplace culture
- take a proactive and solutions-focused approach to identifying and addressing risks or concerns.

Physical requirements

The following list is not exhaustive, and other tasks may be required.

The Senior Election Official Recruit should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk short distances upwards of 200m or more, depending on venue requirements
- safely lift, carry and pack materials and equipment (usually less than 13 kg), which may involve pushing, pulling and squatting actions.

Appendix 4: Position descriptions (state by-elections)

Election Manager

Position statement

The VEC appoints Election Managers (EM) and Assistant Election Managers (AEM) for each district from its pool of Senior Election Officials (SEOs). These roles are critical for election delivery. The Election Manager is appointed under the Electoral Act 2002 and is responsible for exercising all the duties and powers in relation to the conduct of the election for their assigned district.

During state by-elections, the VEC establishes an election office within the district to manage election operations. It serves as the base for key election activities including staffing coordination, and material resourcing to the district it services.

The Election Manager is a key leadership role responsible for the planning, coordination, and successful delivery of election operations for their assigned district.

They lead a small team and manage the day-to-day execution of electoral activities in line with the Election Manual and Election Diary to ensure staffing, logistics, and other key activities occur in accordance with strict legislative timelines. They are accountable for the delivery of staff appointments, voting services across all channels, the coordination of vote exchange and count activities, and the role serves as a local escalation point for resolving operational issues in accordance with established procedures.

Accountabilities

- Work as an integral member of the election management team to plan, coordinate, and oversee all electoral activities within the assigned district, ensuring delivery is in line with the Election manual, Election diary, and legislative timelines. Lead daily election management team briefings.
- Lead and supervise a small team, including the Assistant Election Manager, with full accountability for the performance, outcomes and compliance of your work area.
- Be responsible for the planning, documentation and reporting of election matters relevant to the current election. This includes managing the day-to-day operations of the EMT, including daily briefings, resource planning and personnel management, planning tasks and resources in accordance with the Election Manual and Election Diary, maintaining accurate records of all election matters in the Election Diary and communicating all relevant issues to the Election Support Officer as appropriate.
- Act as a local escalation point for any issues related to election operations and escalate to the Election Support Officer for guidance, support or further escalation to head office programs in line with established escalation pathways.
- Be responsible for assigned election activities, including the planning and delivery and managing the relevant Activity Leads. Assigned activities could include:
 - staff appointments

- training of election staff
 - scrutineer management
 - election night results entry
 - count coordination
 - early vote sort
 - early vote count
 - mobile sort, count and vote exchange
 - district re-checks
 - preference distributions
 - recounts (if needed).
- Work in collaboration with the Assistant Election Manager and Office Assistants to support the recruitment and appointment of election officials within the district. Contribute to the selection of senior field staff, including Voting Centre Managers, Early Voting Centre Managers, Mobile Voting Managers, and other key roles.
 - Monitor the storage, preparation and distribution of materials for the relevant election to ensure all resources are ready to schedule.
 - Monitor the set-up, physical organisation and decommissioning of the election office to ensure the election activities can be undertaken securely and efficiently.
 - Provide adequate and compliant voting services for all electors within the district. This includes, monitoring the delivery of voting services in early voting centres, mobile voting teams and election day voting centres, develop a mobile voting itinerary in consultation with relevant services, manage, guide and support Voting Centre Managers, Election Liaison Officers, Early Voting Centre Managers and Mobile Voting Manager to ensure voting services are efficient and effective.
 - Represent the VEC in localised contact and communications with candidates, parties, the media, public and stakeholders. This includes, providing key information and handling queries, processing candidate nominations, conducting the draw for candidates' position on the ballot paper as a public event, processing How-to-Vote cards, declaring results and responding to escalated issues such as compliance with electoral material rules.
 - Be responsible for count management of assigned district, including monitoring the implementation of the count plan, determining the formality of ballot papers as required, briefing and supervising scrutineers and ensuring accurate results of data entry for all counts conducted.
 - Be responsible for the District Account of Ballot Papers to ensure the security of ballot material and other sensitive materials.

- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the hub.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Demonstrated operational 'hands-on' project management skills with a proven record of achievement in leading multiple complex projects, including the ability to co-ordinate tasks, set priorities and see projects through to successful completion in accordance with inflexible deadlines.

Key skills/abilities

- Demonstrated capacity to develop and manage a team, through delegation, supervision, motivation and training of staff, and ability to address and resolve issues concerning team performance.
- Excellent communication and interpersonal skills, demonstrated through the ability to negotiate and work effectively with a wide range of internal and external stakeholders, including candidates and members of the public.
- Demonstrated ability to adhere to strict procedures, maintain close attention to detail, and maintain thorough and accurate documentation while working to tight timelines.
- Demonstrated ability to problem solve and prioritise effectively when under pressure while working to immovable deadlines.
- Demonstrated capability to learn and adapt to new business systems and computer systems and adapt positively to changing procedures and technologies.

Personal attributes

- Demonstrated commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments.
- Commitment to a respectful, inclusive, and collaborative workplace culture.

- Proactive and solutions-focused approach to identifying and addressing risks or concerns.

Qualifications

- A current driver's licence is required, along with the ability to use a personal vehicle when necessary.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Election Manager should be able to:

- move between sitting, standing and walking while working across different areas of the election office
- walk moderate distances within the election office and any loading zones
- climb stairs if the election office or other venues have multiple levels
- safely lift, carry and set up materials and equipment (usually less than 13 kg). This may include pushing, pulling, and squatting actions
- load and unload items from vehicles and handle equipment during deliveries and collections
- work in both indoor and outdoor areas, including loading zones or storage areas where temperatures may vary
- work extended or irregular hours during peak election periods, maintaining stamina in a fast-paced and high-pressure environment
- use a computer, laptop or tablet device for extended periods to support administrative processes
- perform tasks that require fine motor skills and sustained visual focus, such as handling and examining ballot papers, sorting ballot papers and completing reconciliation and documentation accurately.

Assistant Election Manager

Position statement

The VEC appoints Election Managers (EM) and Assistant Election Managers (AEM) for each district from its pool of Senior Election Officials (SEOs). These roles are critical for election delivery. The Election Manager is appointed under the Electoral Act 2002 and is responsible for exercising all the duties and powers in relation to the conduct of the election for their assigned district, while the Assistant Election Manager supports them in doing so.

During state by-elections, the VEC establishes an election office within the district to manage election operations. It serves as the base for key election activities including staffing coordination, and material resourcing to the district it services.

Reporting to the Election Manager, the Assistant Election Manager plays a key support role in the delivery of election operations for the assigned district. Working as part of the election management team, they assist in coordinating the day-to-day execution of electoral activities in line with the Election Manual and Election Diary. Under the direction of the Election Manager, they contribute to staff appointments, the delivery of voting services, support the coordination of vote exchange and count activities, and help ensure that all operational activities are completed accurately and within legislative timeframes. The Assistant Election Manager also works closely with the office assistants, supports recordkeeping and reporting requirements, and may take responsibility for specific elements of the Election Manager's portfolio as required to ensure the smooth delivery of electoral operations.

Accountabilities

- Support the planning and delivery of assigned election activities within the election office and early voting centres. Assigned activities could include:
 - staff appointments
 - training of election staff
 - scrutineer management
 - election night results entry
 - count coordination
 - early vote sort
 - early vote count
 - early vote exchange
 - mobile sort, count and vote exchange
 - region ballot paper preparation
 - district re-checks
 - absent vote exchange
 - preference distributions
 - recounts (if needed).

- Assist the Election Manager to monitor the set-up, delivery of election activities and decommissioning of the election office to meet the operational timeframes and standards for the relevant district.
- Assist the Election Manager to plan, document and report on election matters relevant to the current election. This includes assisting with the supervision of the day-to-day operations of the election office team, planning tasks and resources in accordance with the Election manual and Election Diary, maintaining accurate records of election matters and communicating all relevant issues to the Election Manager.
- Assist the Election Manager to monitor the delivery of staffing services for the relevant election, to ensure the selection, appointment and assessment of appropriately skilled staff to meet operational timeframes and standards of the relevant election.
- Support the Election Manager to process candidate nominations, conduct the ballot draw, process How-to-Vote cards and declare results. Raise issues of compliance with electoral material rules with the Election Manager.
- Support the Election Manager to plan, deliver and supervise voting services for all electors within the current election, including early voting centres, mobile voting teams and election day voting centres. Assist the Election Manager in supporting Early Voting Centre Managers, Early Voting Liaison Officers, Voting Centre Managers, Election Liaison Officers and the Mobile Voting Manager.
- Assist the Election Manager to maintain an accurate and up to date District Account of Ballot Papers and to ensure ballot material and other sensitive materials are handled securely.
- Assist the Election Manager in the implementation of the count plan, determining formality of ballot papers as required, briefing and supervising scrutineers and ensuring accurate data entry of results for all counts conducted.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the VEC.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested

Key selection criteria

Technical expertise

- Demonstrated operational 'hands-on' project management skills with a proven record of achievement in leading multiple complex projects, including the ability to co-ordinate

tasks, set priorities and see projects through to successful completion in accordance with inflexible deadlines.

Key skills/abilities

- Demonstrated capacity to develop and manage a team, through delegation, supervision, motivation and training of staff, and ability to address and resolve issues concerning team performance.
- Well-developed communication and interpersonal skills, demonstrated through the ability to negotiate and work effectively with a wide range of internal and external stakeholders, including candidates and members of the public.
- Demonstrated ability to adhere to strict procedures, maintain close attention to detail, and maintain thorough and accurate documentation while working to tight timelines.
- Demonstrated ability to problem solve and prioritise effectively when under pressure while working to immovable deadlines.
- Demonstrated capability to learn and adapt to new business systems and computer systems and adapt positively to changing procedures and technologies.

Personal attributes

- Demonstrated commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments.
- Commitment to a respectful, inclusive, and collaborative workplace culture.
- Proactive and solutions-focused approach to identifying and addressing risks or concerns.

Qualifications

- A current driver's licence is required, along with the ability to use a personal vehicle when necessary.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Assistant Election Manager should be able to:

- move between sitting, standing and walking while working across different areas of the election office
- walk moderate distances within the election office and any loading zones
- climb stairs if the election office or other venues have multiple levels
- safely lift, carry and set up materials and equipment (usually less than 13 kg). This may include pushing, pulling, and squatting actions
- load and unload items from vehicles and handle equipment during deliveries and collections

- work in both indoor and outdoor areas, including loading zones or storage areas where temperatures may vary
- work extended or irregular hours during peak election periods, maintaining stamina in a fast-paced and high-pressure environment
- use a computer, laptop or tablet device for extended periods to support administrative processes
- perform tasks that require fine motor skills and sustained visual focus, such as handling and examining ballot papers, sorting ballot papers and completing reconciliation and documentation accurately.

Appendix 5: Position descriptions (local government elections)

Election Manager

Position statement

The Election Manager (local government) is responsible for managing all aspects of the election for which they are appointed. Election Managers are responsible for the conduct of an election in their assigned electorate. Each electorate (local council area) will have one Election Manager and up to three Assistant Election Managers appointed.

Election Managers work in a temporary election office within the electorate, from which they coordinate and manage a large-scale election operation, within a short timeframe. They lead and direct staff, including the Assistant Election Manager, and hold overall accountability for the successful delivery of election activities in that electorate.

Accountabilities

- Be responsible for the set-up and management of the election office. This includes:
 - reviewing venue acquisition handover documents and completing tasks as directed
 - finalising the layout of the election office and, if required, the in-person voting area
 - receiving delivery of resources and setting up election office in readiness for operation
 - supervising the installation of IT equipment
 - ensuring the layout and set-up of the public area supports easy, safe and independent access for all users, including voters, electors and staff who may require assistance
 - arranging election office space for various activities, e.g. training, sorting and counting
 - completing workplace safety checks each time the venue is rearranged
 - supervising the packing of furniture, equipment, and materials for the return
 - decommissioning the election office.
- Work as an integral member of the election management team to plan, coordinate and oversee all electoral activities within the assigned electorate, ensuring delivery is in line with the Election Manual, Election Diary and legislative timelines. Lead daily election management team briefings.
- Lead and supervise a small team, including the Assistant Election Manager(s), with full accountability for the performance, outcomes and compliance of your work area.
- Be responsible for the planning, documentation and reporting all election matters relevant to the current election in accordance with the Election Manual and Election

Diary. This includes managing the day-to-day operations of the election office, including daily briefings, resource planning and personnel management.

- Allocate tasks and areas of responsibility to Assistant Election Manager or Office Assistants as appropriate. This could include:
 - maintaining accurate records of all election matters in the Election Diary
 - communicating all relevant issues to the Election Support Officer
 - ensuring the management and security of ballot material and other sensitive materials at all times
 - completing all required election documentation progressively
 - developing a count plan
 - planning for election weekend activities, if required.
- Oversee a small number of supporting office staff, and a larger number of election staff. This includes:
 - appointing, training and managing election staff, including Office Assistants, and count staff
 - conducting on-the-job training for office staff, including use of the Election Management System (EMS) and Personnel system
 - ensuring sufficient staff for required activities across the span of the election
 - monitoring staff performance and address issues arising
 - ensuring all electronic timesheets entered into the Personnel system are approved within the current pay period
 - ensuring that all assessments for election staff are complete and entered in the personnel system.
- Act as a local escalation point for any issues related to election operations and escalate to the election support officer for guidance, support or further escalation to head office programs in line with established escalation pathways.
- Represent the VEC in localised contact and communications with candidates, the media, public and stakeholders, and must demonstrate VEC values and codes of conduct while doing so. This includes:
 - conducting candidate information session(s)
 - processing candidate nominations, statements and questionnaires and provide relevant information to stakeholders
 - conducting the draw for candidates' position on the ballot paper as a public event
 - dealing with enquiries from candidates, the local media and the public
 - communicating information and key timelines to candidates via Candidate Bulletins
 - briefing and supervise scrutineers.

- Provide adequate and compliant voting services for all electors within the current election. This includes:
 - supervising the issue of replacement ballot material from the election office
 - managing the processing of postal vote applications
 - responding to voter questions and issues
 - monitoring voter experience and responding accordingly
 - responding to escalated issues such as compliance with electoral material rules.
- Be responsible for all ballot papers, including during voting, counts, results declarations and storage. This includes:
 - ensuring results are accurately recorded in EMS
 - monitoring the implementation of the count plan and address issues as they arise
 - determining the formality of ballot papers as required
 - organising and conducting the processing of returned postal ballot material
 - supervising the counting of ballot papers and distribution of preferences
 - supervising the preparation and dispatch of ballot papers to a computer count venue if required
 - managing the opening of ballot paper envelopes and extraction and counting of ballot papers
 - preparing for and conducting further scrutiny counts such as rechecks, preference distribution and recount, if required
 - formally declaring the results of the election.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the VEC.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Demonstrated operational ‘hands-on’ project management skills with a proven record of achievement in leading multiple complex projects, including the ability to co-ordinate tasks, set priorities and see projects through to successful completion in accordance with inflexible deadlines.

Key skills/abilities

- Demonstrated capacity to develop and manage a team, through delegation, supervision, motivation and training of staff, and ability to address and resolve issues concerning team performance.
- Excellent communication and interpersonal skills, demonstrated through ability to negotiate and work effectively with a wide range of internal and external stakeholders, including candidates and members of the public.
- Demonstrated ability to adhere to strict procedures, maintain close attention to detail, and maintain thorough and accurate documentation while working to tight timelines.
- Demonstrated ability to problem solve and prioritise effectively when under pressure while working to immovable deadlines.
- Demonstrated capability to learn and adapt to new business systems and computer systems and adapt positively to changing procedures and technologies.

Personal attributes

- Demonstrated commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments.
- Commitment to a respectful, inclusive, and collaborative workplace culture.
- Proactive and solutions-focused approach to identifying and addressing risks or concerns.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Election Manager (local government) should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances of up to 500m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry and pack materials and equipment such as large security boxes (usually less than 13 kg), this may involve pushing, pulling or squatting actions

- perform tasks requiring fine motor skills, concentration and sustained visual focus
- use a computer or laptop for extended periods of time
- work extended or irregular hours during peak election periods, with appropriate breaks, maintaining stamina in a fast-paced and high-pressure environment.

Assistant Election Manager

Position statement

The Assistant Election Manager (local government) reports to the Election Manager (local government). Each electorate (local council area) will have one Election Manager and up to three Assistant Election Managers appointed.

Assistant Election Managers are responsible for supporting their Election Manager. The Assistant Election Manager helps to coordinate and oversee operational and administrative activities within a short timeframe, as directed by their Election Manager. They should be able to conduct activities with a high degree of autonomy.

Accountabilities

- Support the Election Manager in the planning, documentation and reporting of election matters as required. This includes:
 - receiving delivery of resources and set-up office in readiness for operation
 - assisting with the supervision of the day-to-day operations of the election office
 - assisting with staff appointments
 - assisting with the planning for election weekend, if required
 - ensuring the security of ballot material at all times
 - assisting with the completion of election documentation progressively
 - supervising the packing of furniture, equipment and materials for the return to the VEC (or ballot materials to Council).
- Support the Election Manager to appoint, train and supervise a number of election staff across a range of small projects. This includes:
 - assisting with the appointment and training of election staff
 - conducting on-the-job training for office staff, including use of the Election Management System (EMS) and Personnel system. Training key staff and counting team leaders
 - supervising the work of Office Assistants
- Support the Election Manager in localised contact and communications with candidates, the media, public and stakeholders. This includes:
 - processing candidate nominations, statements and questionnaires
 - assisting with public events, such as conducting the draw for candidates' position on the ballot paper and the declaration of results.

- Support the Election Manager to plan, deliver and supervise voting services for all electors within the current election, including counting and recording results. This includes:
 - ensuring that all staff are dealing with voters in a fair, friendly and helpful manner
 - dealing with public enquiries
 - ensure the layout and set-up of the public area supports, easy, safe access for all voters, including people with disabilities or those who may need assistance.
 - supervising the issue of replacement ballot material
 - supervising the checking and processing of returned postal ballot material
 - supervising the opening of ballot paper envelopes and extraction/counting of ballot papers
 - assisting with counting of ballot papers and a distribution of preferences
 - ensuring all election results are recorded accurately
 - assisting with preparation and dispatch of ballot papers to a computer count venue if required.
- Make the VEC a great place to work by driving workplace culture and practices that deliver on our vision, including:
 - managing and appraising the performance of staff to ensure organisational objectives are achieved
 - maintaining a safe working environment for employees which includes providing information, instruction, and supervision to employees to enable them to work safely
 - actively promoting a positive and respectful culture across the VEC.
- Actively support and promote the objectives of the VEC and demonstrate the VEC's Values.
- Understand and observe the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures.
- Other duties as requested.

Key selection criteria

Technical expertise

- Demonstrated operational 'hands-on' project management skills with a proven record of achievement in leading multiple complex projects, including the ability to co-ordinate tasks, set priorities and see projects through to successful completion in accordance with inflexible deadlines.

Key skills/abilities

- Demonstrated capacity to develop and manage a team, through delegation, supervision, motivation and training of staff, and ability to address and resolve issues concerning team performance.

- Well-developed communication and interpersonal skills, demonstrated through ability to negotiate and work effectively with a wide range of internal and external stakeholders, including candidates and members of the public.
- Demonstrated ability to adhere to strict procedures, maintain close attention to detail, and maintain thorough and accurate documentation while working to tight timelines.
- Demonstrated ability to problem solve and prioritise effectively when under pressure while working to immovable deadlines.
- Demonstrated capability to learn and adapt to new business systems and computer systems and adapt positively to changing procedures and technologies.

Personal attributes

- Demonstrated commitment to integrity, impartiality, and public trust, especially in high-profile or sensitive environments.
- Commitment to a respectful, inclusive, and collaborative workplace culture.
- Proactive and solutions-focused approach to identifying and addressing risks or concerns.

Physical requirements

The following list outlines key physical requirements of the role; however, it is not exhaustive, and additional demands may arise depending on operational needs.

The Assistant Election Manager (local government) should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk moderate distances upwards of 500m or more depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry, and pack materials and equipment such as large security boxes (usually less than 13 kg), which may involve pushing, pulling and squatting actions
- perform tasks requiring fine motor skills, concentration and sustained visual focus
- use a computer or laptop for extended periods of time
- work extended or irregular hours during peak election periods with appropriate breaks, maintaining stamina in a fast-paced and high-pressure environment.

