

## Enrolment Communications Coordinator

- Melbourne CBD location
- VPS Grade 4 - \$81,354 - \$92,304 per annum plus superannuation
- Full-time, ongoing

### About the VEC

The Victorian Electoral Commission (VEC) conducts State and local council elections and is responsible for promoting public awareness and understanding of electoral issues in the Victorian community. The VEC maintains the Register of Electors for the State of Victoria.

The VEC's vision is for all Victorians actively participating in their democracy. Apply now to make a meaningful contribution to the democratic process.

### About the team

The Enrolment Registry Team, comprising approximately 15 team members, is responsible for the ongoing maintenance of the Victorian Register of Electors. This includes ensuring the accuracy, integrity, completeness and security of the Register of Electors. The team provides information to the public face to face, by phone and by email on a daily basis and is also responsible for the processing of provisional and declaration votes received during electoral events.

### About the role

Reporting directly to the Enrolment Registry Manager, the Enrolment Communications Coordinator maintains the suite of enrolment communications products, including digital and online channels, with an emphasis on clarity and compliance.

This role has oversight and management responsibilities of the VEC's front of house services, including the supervision of two team members. This position also supervises arrangements with key suppliers, such as print and mail house services.

The Enrolment Communications Coordinator liaises across the VEC to ensure that enrolment information is current and accessible in addition to identifying opportunities for improvements. The Enrolment Communications Coordinator also assists in developing strategies to increase enrolment participation rates within Victoria.

### The successful applicant

To be successful in this role you will have the following:

- Excellent written and verbal communication skills, including the ability to refine complex messages for particular audiences while still compliant with legislative requirements.
- Experience supporting the development of communication initiatives and content for a range of stakeholders.
- Experience in business improvement initiatives including development of business processes, procedures and documentation, taking account of compliance with legislation and service standards.
- Experience supervising a small work group by providing constructive feedback to drive individual and team success.
- Experience engaging with internal and external stakeholders at all levels to drive business improvements and successful delivery.
- Ability to access and combine a variety of information sources to resolve business issues and inform decision-making.
- Experience in accessing and administering sensitive information in ways that are compliant with privacy principles and obligations.
- Knowledge of and experience utilising electronic methods, such as text messaging, to communicate with stakeholders.
- An understanding of electoral enrolment in an Australian jurisdiction is preferred but not essential.
- Experience using the Microsoft Office suite.

### How to apply

Applications should be lodged online via the [VIC Careers website: https://jobs.careers.vic.gov.au/jobs/VG-176-2018](https://jobs.careers.vic.gov.au/jobs/VG-176-2018).

Applicants MUST submit the following or your application will not be considered:

- a current CV and
- a separate written document addressing the Key Selection Criteria contained in the [position description](#).

Please visit this [link](#) for tips on how to prepare your responses to the Key Selection Criteria

**The closing date for this role is Sunday 4 March 2018.**

The VEC is an equal opportunity employer\*.

*\* In accordance with Section 17A of the Electoral Act 2002, the VEC may ask applicants for disclosure of specific political activities that could compromise the perceived independence of the organisation. Please read the Disclosure of Political Activities Fact Sheet before applying.*