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Electorate Office Staff Role Description Examples

# Regularly requested Electorate Office staff role descriptions

The following table provides a comprehensive, yet not exhaustive list of Electorate Office role descriptions that may be used to inform the Parliamentarian’s requirements.

The classification and remuneration attributed an Electorate role is dependent on a number of factors, including;

* The Operational requirements of the Electorate Office
* The Labour market expectations for the skills and experience required within the region, and
* The MOPS 2020-23 Enterprise Agreement.

These examples may be used to inform:

* Position Descriptions
* Job Advertisements
* Performance agreements

**Further information can be found here:**

[Recruiting staff | Ministerial and Parliamentary Services (finance.gov.au)](https://maps.finance.gov.au/pay-and-employment/mops-act-employment/recruitment-and-establishing-positions/recruiting-staff#rhs-forms)

[Managing performance and feedback | Ministerial and Parliamentary Services (finance.gov.au)](https://maps.finance.gov.au/pay-and-employment/mops-act-employment/during-employment/managing-performance-and-feedback#rhs-forms)

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|  | Key duties | Skills and experience |
| Office Manager | * Managing the office, coordinating responses to incoming letters, telephone calls, and emails. * Ensure the office provides a timely service to constituent and community organisations. * Work with the Diary Manager *(if applicable)* to manage invitations and plan events efficiently. * Keep the office informed of issues emerging from constituent inquiries, correspondence, community newsletters etc. * Organise events and ensure mail-outs of invitations occur in a timely manner, occasionally representing the Member/Senator at these events. * Organise local park clean-up events, shopping stalls, town hall meetings, community barbeques, and other public forums. * Oversee office maintenance. * Participate in training opportunities. * Other duties as required. | * A customer service focus with a pleasant, positive, and respectful demeanour when engaging with office staff and constituents. * Strong verbal and written communication skills with meticulous attention to detail. * Outstanding organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks to deliver to agreed deadlines. * Excellent computer skills including experience working with Microsoft 365 and Excel. * An understanding of the Australia’s system of government and parliamentary processes. * High levels of professionalism, confidentiality, and discretion while operating under limited supervision in a team environment. |
| Media & Communications Officer | * Managing the end-to-end delivery of the Member/Senator’s communications to the Electorate including, social media presence, distributing digital newsletters, creating printed collateral and developing close relationships with local media * Ensuring all community facing opportunities for the Member/Senator are highlighted across digital platforms and local media * Contributing to briefing reports for the Member/Senator on marketing, social media and digital strategies and building a database of Electoral insights * Contributing to constituent enquiries (in-person, phone and email), researching solutions and liaising with Government agencies and stakeholders as needed, to ensure matters are resolved in a timely and effective manner * Working with the appropriate government departments or other offices to ensure constituent matters are solved in a timely manner * Other duties as required | * Demonstrated experience in the design and management of digital platforms and a proven track record in effectively executing communications strategies and developing strong working relationships with local media and other key stakeholders * Experience with digital marketing platforms such as MailChimp, Canva and Adobe programs is highly desirable * Excellent communication skills and the ability to accurately track, follow-up and follow through with media and community enquiries * Ability to work as part of a team, under time constraints and strict deadlines with minimum supervision * High levels of professionalism, confidentiality and discretion * Prior political experience is preferred but not essential, however an interest in and understanding of the local political environment is required |
| Constituent Manager | * Receiving, triaging and coordinating constituent enquiries including written correspondence, telephone and e-mail enquiries * Data entry and database management to maintain constituent information and contact details * Researching and writing material on behalf of the Member/Senator * Working closely with other parliamentarian’s offices, Government departments, stakeholders and colleagues on behalf of constituents with complex cases * Representing the Member/Senator in constituent meetings and acting as the first point of contact for visitors to the office * Other duties as required | * Exceptional ability to engage and communicate with a broad range of people * Excellent oral and written communication skills with meticulous attention to detail * Proven research ability and the capacity to interpret complex material and recraft for a broader audience * Advanced computer skills including word processing, spreadsheets and database management * The ability to understand and interpret Government policy and legislation * Excellent organisational and time management skills, with the ability to prioritise and manage multiple and competing work tasks to deliver to agreed deadlines * High levels of professionalism, confidentiality, emotional intelligence and maturity to deal with members of the public who are experiencing distress * Sound analytical and diagnostic skills with a proven ability to quickly identify the nature of a problem and start to workshop solutions * Previous experience working for a Parliamentarian, responding to constituents or in a similar administrative role will be viewed favourably |
| Policy Officer | * Provide expert and timely advice on priority, complex and sensitive policy, public administration and political issues * Assist in policy initiatives and research into the development of strategic policy responses * Liaise with stakeholders as directed to identify key issues in relation to policy requirements * Provide advice and support on policy issues in a wide variety of negotiations, meetings and consultations * Liaise with the Australian Public Service in relation to the preparation of policy and legislative documents * Analyse and prepare reports, papers, policy statements, briefing notes and statistical information on policy and related matters and significant portfolio initiatives * Provide input into communications and political advice as required * Some interstate travel may be required as directed * Other duties as required | * Demonstrated and relevant experience in higher education and/or schools is highly desirable * Demonstrated experience in providing advice on a wide range of policy, public administration and political matters in a public, non-profit or private sector organisation * Ability to communicate effectively and liaise with other Ministerial Offices, the Australian Public Service and the community, including varied constituencies * Experience in the processes of planning, organising and implementing research * Demonstrated experience in working in a high-pressure environment as part of a team * Sound knowledge of the political process and the Australian parliamentary and political system * An ability to work cooperatively to achieve whole of government strategic objectives * Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality * Demonstrated capacity for applying analytical and problem-solving skills in developing solutions for complex issues * Ability to rapidly acquire a sound knowledge of the structure and functions of the portfolio * Proven reliability in meeting deadlines and commitments, especially in high pressure situations |
| Electorate Officer | * Function as the first point of contact for constituents and other visitors to the Electorate Office, working to resolve their issues and answer any queries in a courteous, sensitive, and prompt manner * Assisting with a range of general administrative tasks within the office * Management of community volunteer programme * Identifying, engaging, and building strong relationships with community organisations * Helping to plan and manage events and engagement opportunities for the Member/Senator and the community * Facilitating ongoing direct voter contact * Travel within the electorate may be required * Other duties as required | * High level oral and written communication skills, and excellent customer service capabilities with a strong attention to detail * Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality * Highly motivated and able to work proactively, both independently and in a small team * Ability to work to tight deadlines, plan, organise and prioritise work under pressure * Familiarity with the use of Microsoft Office, especially Teams and Excel highly desirable * A knowledge of the parliamentary and political systems desirable * Experience in office administration, stakeholder engagement and event management |
| Diary & Administration Officer | * Management of the Member/Senator’s diary including appointments, travel and other logistics * Management of correspondence including e-mails and mail * First point of contact for constituent and stakeholder meetings * Constituent correspondence and case work * Office administration including invoice payments and management of supplies * Assist with electorate events and activities, which may include work outside normal office hours * Other duties as required | * Experience in a similar administrative role would be highly regarded, as would experience in government or political settings * Strong organisational and time management skills with attention to detail * The ability to effectively manage multiple responsibilities and meet competing deadlines * A keen interest in and understanding of Australia’s system of government and parliamentary processes * Excellent written and oral communications skills * Intermediate to advanced IT competence with programs such as the Microsoft Office suite |
| Digital Media & Campaigns Officer | * Develop and manage a strategic media and communications plan for the Member/Senator, including but not limited to media releases, newsletters, e-newsletters, website content, advertising, and social media posts * Develop and maintain professional relationships with key stakeholders and media across the electorate * Organise and implement media opportunities and local issue campaigns * Providing the Member/Senator with strategic advice on electorate and local issues that may impact the electorate * Preparing material such as briefing notes, speeches, legislation, notices of motion and questions on notice to assist the Member/Senator’s role in Parliament relating to local issues * Other duties as required to support the Member/Senator and the effective operation of the Electorate Office | * Knowledge of Australian political and parliamentary processes * Knowledge of and experience with social media platforms and engagement strategies * Excellent verbal and written communication with the ability to develop concise, targeted messages to reach various audiences * Strong computer literacy skills including videography, photography, and graphic design experience in Adobe Creative Cloud and Canva * Demonstrated work ethic and ability to meet the demands and flexibility of an Electorate Office; an expectation of flexibility and working of additional hours is necessary for this role * High levels of professionalism, confidentiality, and discretion * Organised and able to meet tight deadlines * Ability to work both cooperatively in a small team and independently with a high level of attention to detail |
| Community Engagement | * Maintaining relationships with constituents who contact the office, ensuring understanding of how the Member/Senator and their team are supporting them * Responding to constituent enquiries (in-person, phone and email), researching solutions and liaising with Government agencies and stakeholders as needed, to ensure matters are resolved in a timely and effective manner * Contributing to briefing reports for the Member/Senator on local issues, as well as maintaining a database of Electorate insights * Arranging community outreach visits and initiating strategic communications to the Electorate * Developing expertise on community issues in the Electorate and working toward solving problems for constituents * Other duties as required | * Proven experience in stakeholder management ideally in the community sector, including the handling of personal and/or sensitive issues on behalf of others * Excellent communication skills and the ability to accurately track, follow-up and follow-through with community enquiries * Knowledge of public policy and local issues as well as grant application processes * Experience in case management, social work or a relevant field * Ability to work as part of a team, under time constraints and strict deadlines with minimal supervision * High levels of professionalism, confidentiality and discretion * Prior political experience is preferred but not essential, however an interest in and understanding of the local political environment is required |



If you have questions, please do not hesitate to contact the MaPS Helpdesk.

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