

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)

|  |  |  |
| --- | --- | --- |
|  | 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.

MOPSSupport@finance.gov.au

02 6215 3333

maps.finance.gov.au