

Voting centre manager

The voting centre manager reports to the election manager. Their role is to manage the conduct of the election at a voting centre according to the procedures set out in the *Voting centre manager guide* and *Election official manual* and to manage the staff and resources efficiently. The voting centre manager is accountable to the election manager to deliver electoral services in an efficient, impartial, and professional manner and display excellent customer service skills to all voters/electors.

Duties:

- read the *Voting centre manager guide* and *Election official manual*
- complete all training - this includes an on-line component
- attend voting centre manager training
- collect election material from election manager prior to election day and check all required material has been provided
- contact voting centre prior to election day to confirm cardboard furniture has been delivered. (This is not applicable for non-host voting centre managers)
- contact voting centre staff prior to the election, to confirm experience and ascertain strengths
- set up the voting centre on election eve, ensuring that the layout and set-up allows optimal access for all voters, including voters who require assistance
- arrive at the voting centre and be ready to start work at 7 am on election day
- brief staff on their duties and allocate positions to them
- monitor performance of all staff regularly to ensure all are following correct procedures, especially early in the day. Focus particular attention on inexperienced staff
- supervise and monitor the declaration staff, ensuring correct procedures are followed, including the use of tablet and laptops (if applicable)
- ensure that all staff are dealing with all voters in a fair, friendly, and helpful manner
- ensure that any voters requiring assistance are being identified and assisted appropriately
- ensure *Designated entrance to voting centre P453 sign* displayed at the entrance
- monitor candidate helpers/party workers and ensure rules regarding signs are being followed
- monitor activities outside voting centre, including canvassing restricted zones
- supervise the efficient operation of the voting centre
- brief scrutineers
- supervise the scrutiny and count of ballot papers at the end of the day

Duty statement – Voting centre manager

- transmit final results to the election office at required stages of scrutiny
- complete assessments for staff
- supervise the completion of all necessary returns, the packing up of materials and tidying up the voting centre
- remain in the voting centre until all duties are completed and the pack-up officer has left the voting centre which may be around 10 pm
- other duties, as directed.

Non-host voting centre managers:

A voting centre manager who is not the host voting centre manager at a joint voting centre is not required to contact their voting centre prior to election day to confirm deliveries and they do not have responsibility for declaration issuing officers. These duties are the responsibility of the host voting centre manager for the joint voting centre.