

## Assistant Voting Centre Manager

The Assistant Voting Centre Manager reports to the Voting Centre Manager. Their role is to assist in the conduct of the election at a voting centre according to the procedures set out in the Voting Centre Manager's Guide and Election Official's Manual and display excellent customer service skills to all voters. The Assistant Voting Centre Manager must assist and support the Voting Centre Manager in all the required duties and act as Voting Centre Manager if required.

### Duties

- read the *Voting Centre Manager's Guide* and *Election Official's Manual*
- complete all training – this includes an on-line component
- attend Voting Centre Manager training
- assist the Voting Centre Manager in the set-up of the voting centre on election eve
- arrive at the voting centre by 7.00 am on election day
- act as Voting Centre Manager should the appointed Voting Centre Manager be required to leave the voting centre
- supervise and monitor the declaration staff, ensuring correct procedures are followed, including the use of electronic devices (if applicable)
- manage the rotation of election officials and monitor breaks
- facilitate the smooth flow of voters/electors
- answer questions from voters and election officials
- issue ordinary or declaration ballot papers as required enabling election officials to take breaks during the course of the day
- monitor the performance of all staff during the day to ensure all are following correct procedure
- ensure that all staff are dealing with voters in a fair, friendly and helpful manner
- ensure that any voters with special needs are being identified and assisted appropriately
- monitor candidate helpers/party workers
- assist with the scrutiny and count of ballot papers
- assist the Voting Centre Manager with the assessment of voting centre staff, if required
- remain in the voting centre until all duties are completed
- assist with the completion of all necessary returns, the packing up of materials and tidying up the voting centre and
- other duties, as directed.