



POSITION DESCRIPTION

Position	Lead Customer Services
Group/Business Unit	Business Enablement
Reports to	Customer Services Manager
Direct reports	0
Location	Wellington
Date	11/2025
Key relationships	<p>Internal relationships: Chief Electoral Officer Electoral Commission Board Managers and employees including permanent and temporary field employees</p> <p>External relationships: Members of the public Community organisations Other public sector organisations Suppliers, consultants and contractors</p>
Operating budget	0

Who we are

Confidence in a free, fair and secret voting system is at the heart of any democracy.

In Aotearoa New Zealand this is something we almost take for granted. But it relies on the integrity of our electoral process, and at the Electoral Commission safeguarding trust and confidence in this process is central to everything we do.

We are an independent Crown Entity. We are publicly funded and support a whole of government approach. We operate the electoral system as prescribed in the Electoral Act and mandated by parliament, running the country's general elections, by-elections and referendums. We ensure the integrity of the rolls and compliance with electoral requirements by parties, candidates and third parties.

But our work extends beyond the usual three-year cycle and running general elections. We meet complex and constantly changing requirements to keep New Zealanders at the centre of the process.

New Zealand's electoral system enjoys 95% satisfaction from voters and contributes to our consistent ranking as one of the world's top two democracies.

This is a priceless heritage. It belongs to all New Zealanders. We are proud to be constantly advancing and sustaining the processes it relies on.

Our values

We refer to our values as Poutokomanawa - the centre ridge pole of a whareniui. Pou is the pillar, toko is the support, and manawa is the heart. Just like the poutokomanawa, our values provide us with structural stability in all we do.

The five poutokomanawa are the stabilisers or foundation that bind the intricate nature of our organisational pou together and remind us of our responsibility to be good custodians of Aotearoa's democracy.

Our foundation is solid, we can see where we're heading and know there is always another goal ahead when we succeed.

Our values help guide us in our mission that all New Zealanders trust, value and take part in Parliamentary Elections.

Ngā mātāpono hei pou mō te Kaitiaki Take Kōwhiri, kia eke ai te māramatanga pono ki te pōti.

Tūhonohono - (v) to join, bond, attach, connect.

Connecting / building and maintaining relationships

Ka taura heretia ai ngā tūhonohono tāngata e tupu ai te pūnaha manapori.

Bringing people together to increase participation in democracy.

Arataki - (v) to conduct, lead, point out, guide.

Knowledge Transfer

Ka aratakina kia mārama

Guiding towards greater understanding and empowerment.

Uakaha - (n) vigour, energy, dynamism, enthusiasm

Energy / dynamism / innovation

Ka uakaha, ka hihiri hoki, te mamahi

Being dynamic and energetic in what we do.

Manaaki - (n) hospitality, kindness, generosity, support

Power Transfer

Ka māhaki ngākau nui ai, ka whakamana

Demonstrating generosity and empowering people.

Tika - (adj) be true, valid, honest, genuine, sincere

Makia kia tika, kia titika te mahi

Doing the right things. Doing things right!

Position Purpose

The Lead Customer Services provides technical capability in developing and implementing the contact centre practice and assurance for election events. The role ensures the robust delivery of excellence in customer services to the public in New Zealand, overseas voters and temporary workforce. The Lead takes ownership of demand forecasting, advanced reporting, problems resolution and continuous improvement across the customer services function. The Lead collaborates closely with business units and ensures transparency and consistency of quality services is provided. This role is also vital in maintaining an up-to-date knowledge base, performance and risk monitoring, and enhancing overall customer experience. Requirements of your role may change over time to meet the needs of the organisation

Your role

Technical leadership

- Establish an operational delivery plan for Customer Services.
- Provide technical and quality advice to the Customer Services Manager.

- Serve as a primary resource for resolving escalated technical issues encountered by the customer service team.
 - Conduct training and coaching sessions to improve and reinforce the team's knowledge of the processes, system and tools.
 - Create and maintain documentation to assist the team with common technical challenges.
 - Provide technical support to the subject matter experts involved in responding enquiries.
 - Maintain automatic messages and prioritisation matrix of enquiries throughout the election phases.
 - Identify and assess future and current needs of customer services for improving the quality of customer interactions.
 - Develop intervention and improvement plans for Customer Services operations as required.
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Reporting and Analysis

- Collect and analyse data on customer service performance metrics, such as averaged handling times and customer satisfaction scores.
 - Track the demand forecast versus actual volume and recommend adjustments of resource needs or operational approach as appropriate.
 - Present findings through regular reports and dashboards to stakeholders for transparency and status understanding.
 - Undertake data and information analysis to identify trends, improvement opportunities, recommending actionable strategies for enhancement.
 - Monitor the performance of service level agreement and operational assumptions.
 - Identify problems, undertake root cause analysis and deliver solutions in a timely manner.
 - Support Official Information Act requests and investigation tasks.
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Knowledge Base Management

- Establish, review and update the knowledge base to ensure its accuracy and relevance.
 - Facilitate the review and approval process across the business units.
 - Collaborate with the customer service team and the 0800 provider to gather information on common enquiries and service-related challenges.
 - Implement a feedback loop from team members and subject matter experts to continuously improve the knowledge base content.
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Quality Assurance and Risk Management

- Implement the identified process risks, mitigations and controls to ensure the processes and tools are performing as expected.
 - Ensure high quality and consistent service delivery across all team members and channels, through listening to calls and sampling email responses.
 - Regular quality monitoring and standardised processes to maintain service standards.
 - Contribute to the quality of the Commission's operational processes, procedures and instructions by actively identifying risks and mitigations in the Customer Services function.
 - Practice a continuous improvement approach by reviewing work methods and taking a proactive approach to resolving challenges.
 - Ensure that service levels meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.
 - Report on the quality of training sessions to the management as required.
 - Ensure that risks are identified, minimised and monitored and managed throughout all relationships and processes.
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Commitment to cultural competency (all roles)

- Develop an understanding, recognise and act upon the articles of Te Tiriti o Waitangi.
- Demonstrate an ongoing commitment to developing competency, understanding and awareness in Te Tiriti o Waitangi to support the Crown in its relationships under the Treaty of Waitangi.

Expected results:

- Employees engage in building knowledge and competency in Te Tiriti o Waitangi principles.
- The Commission maintains and nurtures Te Tiriti of Waitangi.

Team effectiveness and culture

- Contribute to team effectiveness by providing suggestions, learning feedback and support to others, to enable the uplift of team performance and drive motivation.
- Regularly demonstrate a positive, open and collaborative mindset when contributing to the team, organisation, values and activities of the Commission.
- Act as an ambassador for the culture and values of the Commission by demonstrating them in all interactions with employees and stakeholders.
- Proactively resolve challenges and problems by demonstrating equality, collaboration and cooperation.
- Demonstrate sound judgement and decision-making through analysis, wisdom, experience, and judgment and collaboration with others.
- Provide back-up support to team members in times of absence.

Expected results:

- The Commission's values are demonstrated through team behaviours, interactions and performance.
- Team culture is strong and there is a willingness to provide and receive effective feedback.

- Challenges are resolved effectively representing the team and/or organisation's best interests.
- Decision making is considered, and evidence based.
- The team operation is smooth and efficient and is uninterrupted when there are absences.

Relationship management

- Act as an ambassador to the Commission through the effective development and maintaining of positive internal and external stakeholder relationships.
- Maintain high ethical standards of conduct.

Expected results:

- Relationships are effective and successful with all internal and external stakeholders.
- A demonstrated commitment to acting with customers in mind and gaining their trust and respect.

Quality systems and service

- Contribute to the achievement of team goals by meeting expectations and offering suggestions for improving current systems and procedures.
- Practice a continuous improvement approach by reviewing own work methods and taking a proactive approach to resolving challenges.
- Ensure that service levels meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.

Expected results:

- Team goals are achieved through continuous improvement.

Information gathering and analysis

- Ensure a future focussed approach to research and development, reviewing literature, collecting data/information to contribute to a continuous improvement of systems and processes.
- Contribute to the quality of the Commission's operational procedures by actively participating in discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results.

Expected results:

- Procedures are efficient and there is a consistent participation in continual improvement.

Leadership

- Demonstrate the values and behaviours of the Commission, participating in all elements of diversity and inclusion, with a particular focus on Crown Māori relationships.
- Provide effective leadership to the team, organisation, and other stakeholders to ensure New Zealanders trust, value and take part in parliamentary elections.
- Demonstrate and lead the successful delivery of the strategy and vision, ensuring a strong sense of connection across the organisation.
- Provide exceptional leadership, oversight, accountability and people leadership to the team.
- Implement and maintain people and culture strategies and processes that support performance and provide an environment where employee experience and capability drive achievement of the organisation's strategic and business goals.
- Regularly demonstrate a positive, open and collaborative manner when contributing to the team, organisation, values and activities of the Commission.

- Act as an ambassador for the culture and values of the Commission by demonstrating them in all dealings with stakeholders and other team members.
- Provide the team with a coherent and integrated understanding of what's happening and why across the electoral system as well as the implications for policy and operations.

Expected results:

- The Commission's shared vision and purpose is developed and embedded ensuring a strong connection and understanding and brings the intent of the Crown and Treaty of Waitangi relationships.
- Behaviours, attitudes and values are demonstrated to ensure the success of the Commission.
- A culture where all employees feel personally and collectively engaged and have the ability to live the values of the organisation every day.
- People and culture strategies are developed and led to meet organisation objectives and incorporate effective remuneration, retention, performance management and review processes for all employees.
- Successful implementation and culture of learning and development is maintained to ensure the health workforce have the required capability levels and are also supported.

Health, Safety and Wellbeing

- Take reasonable care for your own health and safety and that of others at work.
- Proactively demonstrate adherence to the organisation's Health, Safety and Wellbeing related values, acting as an advocate and support for all our employee's wellbeing.
- Comply with the Commission's health and safety policies and procedures. Take action to improve health and safety record of the workplace. Ensures equipment and work areas are well maintained.
- Ensure timely and accurate reporting of any risks or hazards and potential risks or hazards so that they may be remedied.
- Promote and advocate employee wellbeing, acting as a champion for wellbeing.
- Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture.
- Continuously engage with the team to enable them to actively participate in wellbeing activities and initiatives.

Expected results:

- All employees understand their responsibilities and utilise development programmes to ensure they have the required health and safety competency.
- All employees are required to improve Health, Safety and Wellbeing in their work environment to create an improved health and safety culture in line with the Health, Safety and Wellbeing policy
- The team is continuously engaged with to enable them to actively participate in wellbeing activities and initiatives.

Key competencies

- A relevant tertiary and/or professional qualification.
- 3+ years' experience in contact centre and service delivery.
- Proven ability to engage confidently across business and technical audiences at all levels.
- Proven experience in data reporting and business analysis, ideally in a technical customer facing environment.
- Excellent problem-solving abilities and a keen eye for detail.
- Strong communication skills, both verbal and written, to convey complex information clearly.

- Experience working in the high-volume contact centre environment within the public sector is desired.
- A willingness to contribute to a constructive, positive and collaborative work environment.
- Ability to work under pressure to meet deadlines.
- Proficiency in Microsoft Office Suite, and relevant analytics software tools
- Strong knowledge and experience in contact centre software (e.g. CRM platforms, Zendesk).

Public Service introduction

Ka mahitahi mātou o te ratonga tūmatanui kia whai tikanga ai te noho a ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>).