

## POSITION DESCRIPTION

<b>Position</b>	Senior Print Advisor
<b>Group/Business Unit</b>	Business Enablement, Operations
<b>Reports to</b>	Manager – Business Enablement
<b>Direct reports</b>	0
<b>Location</b>	Wellington
<b>Date</b>	January 2026
<b>Key relationships</b>	<b>Internal relationships:</b> Operations Leadership Team Enrolment regional teams Strategic Engagement and Partnership regional teams Voting Services national and regional teams Communication and Education Information Technology Project Managers Commission employees including permanent and temporary employees <b>External relationships:</b> Print Panel suppliers Consultants and contractors
<b>Operating budget</b>	None

### 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 Senior Print Advisor works closely with the Lead Print Advisor to provides technical print advisory services and facilitates the effective delivery of print activities across the Electoral Commission. The role works under the direction and oversight of the Lead Print Advisor.

The Senior Print Advisor is responsible for facilitating the end-to-end management of assigned print jobs, this includes assisting business units to define requirements, providing technical advice on print specifications, translating requirements into clear print industry language, coordinating procurement and delivery processes through the approved Print Panel suppliers. In addition, the Senior Print Advisor supports the quality assurance processes, communications with suppliers and tracking print delivery of the assigned jobs, ensuring the print outputs meet required standards, timelines, and budget expectations.

The Senior Print Advisor has a critical role to manage commercial dynamics with print suppliers in the Electoral Commission's Print Panel whilst maintaining neutrality and independence in the print ecosystem.

## **Your role**

### **End-to-End Print Process and Management**

- Plan and oversee the production of assigned print jobs, ensuring the print development and delivery meet the agreed timeframe and quality.
- Support business units to use the Commission's print processes, tools, templates and guidance materials.
- Provide day-to-day advice and guidance to staff on print procedures and requirements.
- Support planning, testing, and implementation of print requirements for the assigned print jobs.
- Coordinate the assigned print jobs through their production lifecycle, including scheduling, tracking progress, and stakeholder communication.
- Analyse print workflows of the assigned print jobs and identify opportunities for process improvement.
- Capture lessons learned from print activities and contribute to continuous improvement initiatives.
- Maintain accurate records of print jobs and related documentation.
- Provide regular status updates and information to the Lead Print Advisor.

Expected results:

- Commission's print processes, templates and guidance are adhered to.
- Timely delivery of all print jobs.
- Accurate records and decisions of print jobs are maintained.
- Continuous improvement opportunities are identified and shared.

### **Quality Assurance and Operational Risk Management**

- Undertake quality assurance checks to ensure printed materials meet Electoral Commission's branding, accessibility, and specification requirements.
- Review print briefs and specifications to ensure completeness and accuracy before engaging with suppliers.
- Identify and report risks or issues relating to print quality and timelines.
- Facilitate corrective actions where quality or delivery issues arise.
- Undertake updates to forms, templates, and guidance materials as required.

- Ensure that service levels meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.
- Practice a continuous improvement approach by reviewing own work methods and taking a proactive approach to resolving challenges.

Expected results:

- Print outputs meet the required quality and brand standards.
- Risks and issues are identified early and managed appropriately.
- Decision making is considered and evidence based.
- Goals are achieved through continuous improvement.

### **Technical Advice and Support**

- Provide pragmatic technical advice on print specifications, materials, and formats, etc of assigned print jobs.
- Support business units to prepare print-ready files and accurate information for suppliers.
- Respond to print-related queries and issues in a timely and professional manner.
- Ensure print specifications and reference materials of assigned print jobs are current and accessible.
- Work under the guidance of the Lead Print Advisor to ensure transparency and consistency.

Expected results:

- Business units receive timely and accurate print advice.
- Print jobs proceed smoothly with minimal rework or delays.

### **Relationship management**

- Build and maintain effective working relationships with subject matter experts and business units across the Commission.
- Effectively manage conflicts by focusing on the desired outcomes and identify opportunities for resolution.
- Maintain high ethical standards of conduct.

Expected results:

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

### **Operational relationship with Supplier**

- Coordinate day-to-day operations and communications with the Print Panel suppliers. These include obtaining quotes, managing work orders, and monitoring delivery against agreed specifications and timelines.
- Ensure activities with suppliers are in line with established contracts.
- Ensure interactions maintaining neutrality and reputation of the Commission.

- Facilitate value-for-money outcomes by assisting with price comparisons and cost awareness.
- Escalate supplier performance issues, risks, or concerns to the Lead Print Advisor.
- Ensure documentation relating to print procurement and supplier engagement is complete, accurate, up-to-date and filed accurately.
- Support probity, audit, and related information as requested.

Expected results:

- Supplier interactions are professional, consistent, and compliant.
- Contractual requirements are supported through accurate documentation and coordination.

### **Commitment to cultural competency**

- 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.
- 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.
- Provide back-up to Lead Print Advisor 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.
- The team operation is smooth and efficient and is uninterrupted when there are absences.
- Procedures are efficient and there is a consistent participation in continual improvement.
- Team goals are achieved through continuous improvement.

### **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.
- Be safety conscious when lifting or moving product materials.

#### **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**

- Delivery and operational excellence - Demonstrates sound judgement in coordinating work, meeting deadlines, and following established processes.
- Stakeholder and relationship management - Builds effective working relationships with internal stakeholders and print suppliers.

- Quality, risk, and compliance focus - Applies a quality-assurance mindset to ensure outputs meet specifications, brand, and accessibility standards.
- Dealing with ambiguity - can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- Composure - is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- Conflict management - steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- Continuous improvement - Actively contributes ideas to improve processes, templates, and ways of working. Learns from experience and incorporates lessons learned into future activities.
- Integrity and neutrality - Demonstrates high ethical standards and understands the importance of neutrality, probity, and public trust.

### **Qualifications and technical skills**

- At least 5 years' experience in the print industry or related field.
- Strong understanding of print industry in New Zealand and delivery in complex regulatory environment.
- Travels within New Zealand are required in this role.
- Skills in Adobe Creative Cloud is desirable.

### **Experience and Knowledge Profile**

- Proved experience in managing an end-to-end print production cycle.
- Clear written and verbal communication skills, with the ability to translate technical print advice into plain language for non-technical stakeholders.
- Attention to detail with strong ability to juggle competing priorities with tight datelines.
- Ability to work under pressure to meet deadlines.
- Strong working knowledge of and experience in print production and processes, including offset, digital, wide format, and finishing.
- Proven capability to advise stakeholders on substrates, formats, finishes, timelines, and cost trade-offs.
- Experience working directly with commercial print suppliers, including briefing, reviewing proofs, and resolving production issues.
- Experienced in analysing trade-offs from a risk and operational delivery perspective with a focus on ensuring integrity needs are met.
- A willingness to contribute to a constructive, positive and collaborative work environment.

- High level of computer literacy and use of Microsoft Suite of applications and software.

## **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 hapori, 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>).