Voting Centre Manager (VCM) - Duty statement

Title:	Voting Centre Manager
Rate of pay:	$51.38 (includes 25% casual loading)
Reports to:	Election Manager
Location:	Voting Centre (positions available across Victoria)
Last reviewed:	June 2026

1 Position statement

This role leads a small team and manages the operations of a centre on election day to ensure voting runs smoothly, is accessible, and meets all electoral requirements.

2 Duties

The Voting Centre Manager:

- reads and understands the instructional products
- completes all required training
- collects election materials prior to election day and confirms all required materials have been provided
- maintains the security of ballot papers and other election materials at all times
- contacts the voting centre prior to election day to confirm cardboard furniture has been delivered
- contacts voting centre staff prior to election day to confirm arrangements
- sets up the voting centre on election eve, ensuring the layout supports efficient operations and is accessible to all voters, including those requiring assistance
- arrives at the voting centre and is ready to commence duties at 7.00 am on election day
- briefs staff on their duties and allocates roles at the start of the day
- monitors staff performance and ensures correct procedures are followed, providing additional support and oversight to inexperienced staff
- supervises and supports all staff, ensuring correct procedures are followed, including correct use of electronic devices, as required
- ensures all staff provide fair, friendly, and helpful service to all voters, including assisting voters who require additional support
- manages staff rotation and breaks throughout the day to maintain efficient operations

- responds to questions from voters and election officials as required
- monitors and manages campaigner activity outside the voting centre, ensuring signs and campaigning behaviour comply with rules and do not obstruct voter access
- supervises the efficient operation of the voting centre throughout the day
- briefs scrutineers and monitors their conduct during the count
- supervises the count of ballot papers at the close of voting
- transmits results at required stages during scrutiny
- completes performance assessments for voting centre staff
- completes the Voting Centre Manager return
- supervises pack-down of the voting centre
- remains at the voting centre until all duties are completed and the pack-up officer has departed. If the pack-up officer does not attend, undertake pack-up duties, including returning materials to the hub
- understands and follows the VEC code of conduct, policies, procedures, and risk requirements
- performs other duties as required.

3 Key selection criteria

The Voting Centre Manager is able to:

- supervise and support voting centre staff: allocate roles, help people understand their tasks, monitor performance, and ensure procedures are followed correctly throughout the day
- manage and supervise staff
- work respectfully with a wide range of people, including voters, staff, scrutineers and campaigners, to support a fair, accessible and well-managed voting environment
- recognise issues as they arise and respond appropriately
- communicate clearly and respectfully with voters and staff, both verbally and in writing
- plan, coordinate and manage voting centre operations, including staff breaks
- learn, apply and oversee voting and counting procedures accurately
- use basic electronic devices, such as laptops or smart phones
- uphold electoral integrity, comply with procedures, handle materials securely
- access a personal vehicle to collect and return electoral materials.

4 Physical requirements

The following list is not exhaustive and other tasks may be required.

The Voting Centre Manager should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk short distances upwards of 200 metres or more, depending on venue requirements
- safely lift, carry, and pack materials and equipment (usually less than 13 kilograms), which may involve pushing, pulling and squatting actions
- perform tasks requiring fine motor skills, concentration and sustained visual focus
- use a laptop or smart phone for periods during the day to support administrative and reporting processes.