

POSITION DESCRIPTION

Executive Assistant

(ELT, CE, Group Manager Community Development)

**Kaiwhakahaere Taituarā**

Job Title:	Executive Assistant (ELT, CE, Group Manager Community Development)
Group:	Chief Executive's Team
Location:	Paeroa Office
Reports to:	Human Resources Manager
Supervisory Responsibility:	None
Functional Relationships:	Chief Executive, Group Manager Community Development, Executive Leadership Team, Council Staff, Members of the Public
Authorities:	In accordance with the Delegation Manual

General function of the position

To provide high quality secretarial and administration services to the Executive Leadership Team (ELT), Chief Executive (CE), and Group Manager Community Development.

Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> I share relevant information with others I listen to understand I value feedback I use an appropriate communication style 	<ul style="list-style-type: none"> I always keep an open mind I acknowledge and respect differences of opinion I am always considerate and understanding I treat others as I would want them to treat me 	<ul style="list-style-type: none"> I always do my best I follow through for my customers and team I go the extra mile I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> I offer ideas and solutions I look for better ways of doing things I am fun to work with I am a can-do employee



Key tasks

1. To undertake a wide range of administrative tasks and support the Executive Leadership Team, Chief Executive, and Group Manager Community Development to be organised in their roles.
2. To develop and maintain effective and professional relationships, with a service-first ethos for internal and external customers.
3. To plan events and functions required by the Executive Leadership Team, Chief Executive, and Group Manager Community Development.
4. To be Personal Assistant (PA) to the Controller for Emergency events.
5. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Administration and Organisation

Key Tasks	Key Performance Indicators (KPIs)
1.1 Provide full administration support services to the Executive Leadership Team, Chief Executive, and Group Manager Community Development.	<ul style="list-style-type: none"> • All secretarial tasks assigned to the Executive Assistant are undertaken promptly in accordance with designated timeframes and schedules. • Presentation of documents is in accordance with HDC's professional image and production guidelines. • Confidentiality, tact and discretion are maintained at all times. • Commitments to the Executive Leadership Team, Chief Executive, and Group Manager Community Development are prioritised and organised efficiently. • All correspondence is handled effectively, and emails are responded to in a timely manner. • Documentation is prepared to standard and legal requirements and confidentiality is maintained. • All relevant documents including emails are saved to the Council's electronic document retrievable management system (EDRMS). • The integrity of information and the EDRMS is maintained.
1.2 Act as an information source to the Executive Leadership Team, Chief Executive, and Group Manager Community Development.	<ul style="list-style-type: none"> • The Executive Leadership Team, Chief Executive, and Group Manager Community Development are kept informed of relevant internal/external issues.
1.3 Ensure other support services are available to the Executive Leadership Team, Chief Executive, and Group Manager Community Development as required.	<ul style="list-style-type: none"> • The Executive Leadership Team, Chief Executive, and Group Manager Community Development are supported to achieve their meeting commitments and administrative tasks. • Travel and accommodation arrangements and conference/seminar registration for the Executive Leadership Team, Chief Executive, and Group Manager Community Development are co-ordinated as required. • The jobholder is competent in the operation of Council's systems and supports the Executive Leadership Team, Chief Executive, and Group Manager Community Development in maximising the benefits of information they contain.



1.4	Systematically manage the schedules of Executive Leadership Team, Chief Executive, and Group Manager Community Development, planning appointments and times required to meet internal and external meeting priorities.	<ul style="list-style-type: none"> The Executive Leadership Team, Chief Executive, and Group Manager Community Development's calendar is up-to-date and assists them to meet their priority obligations.
1.5	Assist with meetings, ensuring relevant information is available in preparation for meetings, and after meetings.	<ul style="list-style-type: none"> Meetings are arranged for the Executive Leadership Team, Chief Executive, and Group Manager Community Development for Council business as required. The Executive Leadership Team, Chief Executive, and Group Manager Community Development have relevant information for meetings. Agendas, briefing notes and all relevant information is distributed prior to meetings. Meetings are attended as required. Minutes and action schedules are prepared on time and accurately. Outstanding actions are monitored and followed up on as required.
1.7	Ensure there is effective communication with other Executive Assistants and key staff, and provide support as required.	<ul style="list-style-type: none"> The Executive Assistants within HDC are consistent with their approach, and support one another.
1.8	Take responsibility for the Chief Executive, and Group Manager Community Development office and surrounding area, ensuring it retains a professional image.	<ul style="list-style-type: none"> Professionalism is maintained.
1.9	Take appropriate steps to help maintain the security and integrity of confidential information to ensure it is kept confidential and only accessed by persons with the appropriate authority.	<ul style="list-style-type: none"> Confidential information accessible to the jobholder and/or collected for the purposes of the role is kept confidential and stored securely. The jobholder only accesses information necessary to complete core activities within their function. Where there is any doubt, the jobholder liaises with the Privacy Officer and/or their manager to ensure any confidential information is treated as such.

2. Relationship Management

	Key Tasks	Key Performance Indicators (KPIs)
2.1	Demonstrate 'service first' values and ethos when dealing with all customers.	<ul style="list-style-type: none"> Agreed levels of service are identified and clearly used in interactions with internal and external customers. Actively resolves majority of customer requests within agreed guidelines. The Executive Assistant has a professional approach, and an awareness and understanding of organisational strategy and goals.
2.2	Develop partnerships internally and externally to establish best practice in customer service.	<ul style="list-style-type: none"> Effective, professional relationships and partnerships are developed and maintained with internal and external contacts. Professional image is conveyed in public forums.
2.3	Co-ordinate engagement with external key stakeholders.	<ul style="list-style-type: none"> Uses judgement and initiative to co-ordinate engagement with key stakeholders.
2.4	Develop and cultivate networks with other territorial authorities and regional councils.	<ul style="list-style-type: none"> Manages networks and communications effectively and efficiently.
2.5	Assist with the well-being of the department by arranging collections and organising appropriate gifts for special occasions in line with organisational culture.	<ul style="list-style-type: none"> Department team members feel supported and valued.



3. Events and Functions

Key Tasks

- 3.1 Plan and co-ordinate events and functions, resources and catering as required.

Key Performance Indicators (KPIs)

- Events and functions are planned and managed and the Executive Leadership Team, Chief Executive, and Group Manager Community Development are supported in their roles at events as required.
- Stakeholder engagement is carried out as required.
- Communications are in accordance with organisational guidelines.
- Other events including meetings are run professionally.

4. Emergency Management

Key Tasks

- 4.1 Carry out the duties and responsibilities of the PA to Controller or Local Recovery Manager role for Hauraki District Council Emergency Management responses.

Key Performance Indicators (KPIs)

- The job holder is trained in Emergency Management foundational level courses.
- The job holder attends training and is competent in the specific duties and requirements of the PA to the Controller or Local Recovery Manager role.
- Systems and processes are in place for an effective and efficient response by the PA in a emergency event or exercise.
- The Controller or Local Recovery Manager is supported as required during a civil defence response.
- Works to a roster and/or in a team as required to provide a consistent PA to Controller or Local Recovery Manager service.
- Remains knowledgeable and up-to-date with requirements of the role.
- Maintains accurate and robust records during an emergency response so they can withstand any post-response scrutiny and audit.

Other Duties

Key Tasks

- 5.1 Other duties are undertaken as are reasonably required.
- 5.2 Demonstrate a commitment to a culture of safety and wellbeing within the Council as set out in the HDC Safety & Wellbeing Charter.
- 5.3 Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the health and safety of others.
- 5.4 Provide organisational support as required, such as in respect of Civil Defence activities.
- 5.5 Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the Hauraki District Council intranet.

Key Performance Indicators (KPIs)

- Other duties are completed as are reasonably required.
- Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety & Wellbeing Charter so that 'Everyone is Safe and Well at the End of the Day'.
- Comply with any reasonable instruction that is given by the Council.
- Co-operate with any reasonable policy or procedure.
- Employee participates in Civil Defence activities and events as required and as directed.
- Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes.
- All applicable policies and procedures are adhered to.



- 5.6 Participate fully in organisational processes including staff meetings, Personal Performance and Development (PPD) programmes, project teams and other initiatives.
- Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results.
 - Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.

Person specification details

1. Expertise

Qualifications:	Full NZ Drivers' Licence NCEA Level 3 to meet University Entrance or equivalent Executive Assistant or related qualifications to NZQA Level 5 (desirable)
Experience:	At least 3-5 years' practical experience in Executive Assistant role Local Government administration (preferred but not essential)
Health & Safety Requirements:	Passes required health, safety and well-being checks for position including drug testing for safety sensitive positions. Must participate in annual occupational health monitoring applicable to the position.

2. Skills

Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment. Responds to correspondence, voice mail and e-mail promptly.
Ability to Organise	Has a systematic approach that leads to the successful completion of tasks and events. Has ability to programme and organise work, and keeps functional records and filing systems in order.
Quality and Accuracy	Meticulous worker who seeks continuous improvement. Takes pride in presentation and standard of work and adopts a 'get it right first time' approach.
Commitment / Personal Accountability	Is self-motivating and self-managing. Follows through projects to completion. Has high standards of personal integrity and professionalism.
Interpersonal Relations	Interacts effectively with superiors, peers and subordinates in order to advance the work of the Council. Interactions are based on respect and an appreciation for people with varying backgrounds and viewpoints.
Decision-making / Problem Solving	Is able to form judgements and make decisions within known parameters. Can resolve conflict or differences of opinion.
Research	Understands the value in conducting effective research and can research from relevant sources to facilitate decision making.
Time Management	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
Professional / Technical Expertise	Is a touch-typist with excellent typing skills and speed.



3. **Knowledge**

Computer Literate	Demonstrates relevant levels of computer literacy and competency, with a working knowledge as follows: <ul style="list-style-type: none"> • Microsoft Outlook (Advanced) • Microsoft Word (Advanced) • Microsoft PowerPoint • Microsoft Excel • Electronic Document Management System • Communications tools including Zoom • Other corporate systems relevant to the position
Working Knowledge – Local Government and Practical Understanding	Has a basic knowledge of local government (desirable but not essential).
Working knowledge of relevant legislation	Has a working knowledge of relevant legislation including the Local Government Act, Health and Safety at Work Act.
Working knowledge of meeting protocol	Has well-developed knowledge of meeting protocol, minute taking and agenda preparation

