

Executive Assistant to General Manager – Transport and Community Infrastructure

To provide comprehensive executive support to General Manager to enable objectives and leadership roles within the organisation to be met.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Executive Assistant to General Manager – Transport and Community Infrastructure – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Provide comprehensive executive support to General Manager.
- Prioritise, co-ordinate and manage commitments for General Manager.
- Support other Leadership Team members as required.
- Provide administrative support to Departmental Managers as required.
- Undertake group projects including research, investigation, evaluation or analysis of information.
- Monitor and/or co-ordinate reporting on behalf of group.
- Plan and co-ordinate group events as required.
- Financial – purchase order management.
- Co-ordinate agendas for the department (council meetings, standing committees, extra-ordinary meetings, workshops, informal and departmental meetings).
- Provide meeting and administrative assistance as and when required to Te Karearea, liaising with the Maori Relationships/Democracy and Assurance teams and Te Huinga to ensure alignment in terms of meeting schedules, agenda items, priorities and deliverables.
- Liaise with internal departments and act as the group contact person for external parties, councillors and public as required.
- Work collaboratively with others in EA/PA group to identify and improve internal cross-organisational processes.
- Prepare presentations for group or organisational projects.
- Participate in specific projects to review systems and processes within the group or wider organisation.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- NZQA level 4 qualification with a strong business or administration component.
- Strong experience in a personal assistant role supporting a senior executive.
- Highly adept at diary management and scheduling.
- A high degree of discretion and confidentiality.
- Ability to effectively prioritise workloads to meet tight deadlines.
- Strong IT skills in a variety of software applications, including Microsoft Office Suite.
- Well organised and methodical.
- Ability to act on own initiative as required.
- Flexibility to deal with fluctuating demands.
- Professional written and verbal communication skills.

- Strong customer service focus.
- Demonstrated ability to work well both independently and within a team environment.
- A commitment to organisational tikanga and general understanding of Te Ao Māori .

Additional Information

Financial Delegation – \$2,000

Position Grade – Grade 12

Organisation Chart – see below

