

ENVIRONMENT SOUTHLAND

Executive Assistant

Role description

About us

Our mission

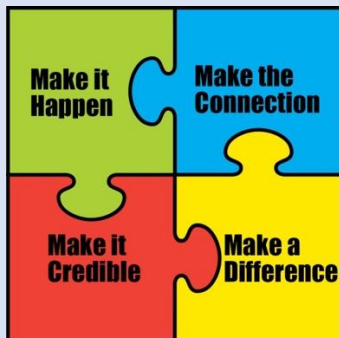
Working with the community to enhance Southland's environment.

Our vision:

A thriving Southland (Te taurikura o Murihiku)

Our values:

Here at ES, we -



Role purpose

The **Executive Assistant** role contributes to the overall performance of Council by providing high level pro-active, quality and comprehensive support to allocated General Managers and the Council committees they support.

Emphasis is on:

- Providing centralised administrative and logistical support to allocated General Managers, supporting them to carry out their role in an efficient and effective manner, by undertaking diary management, travel bookings, correspondence, data entry and mail support, in an accurate and timely manner. This requires the person to exercise sound judgment to determine issues of relevance, importance, and necessity, and acting with discretion.
- Providing governance support to Council by ensuring that the proceedings and deliberations of Council's Committees, Working Parties and Liaison Committees are well supported in line with the expectations in the Local Government Official Information and Meetings Act.

About your role

Grade: 12

Pathway: S5

Group/Division: Corporate Services Group / Customer Support Services Team

Reports to: Customer Support Services Manager

Who you will be working with

Direct reports:

- Nil

Indirect reports:

- Nil

Key stakeholders

External:

- External organisations
- Peers in local government
- Ratepayers

Internal:

- Elected Members
- Committee Chairs
- Mana Whenua Representatives
- Chief Executive
- General Managers
- Managers and team leaders
- Other staff at Environment Southland

Delegations

In line with the Environment Southland Delegations Manual

Your leadership profile – Individual Contributor

Your crucial challenge as an Individual Contributor is to find a way to add value while working effectively with others.

*To be an effective **Individual contributor**, aim to:*

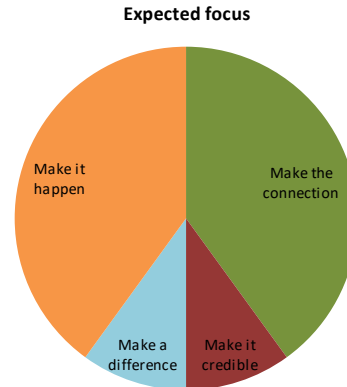
Make it Happen – Show initiative, take accountability and deliver high-quality work on time.

Make the Connection – Focus on meeting your customers' needs and work collaboratively as part of your team.

Make it Credible – Communicate clearly, show integrity, and focus on building your professional skills.

Make a Difference – Show curiosity, make thoughtful and evidence-based decisions, and aim to understand the wider context for your work.

While all elements of the Environment Southland Leadership Competency Framework are important, as an **Individual Contributor**, you will have a stronger focus on Make it Happen and Make the Connection.



Your accountabilities

<p>Executive Assistant support to allocated General Manager</p>	<ul style="list-style-type: none"> • Ensure rapid escalation of issues to the General Manager to ensure timely decision-making can occur. • Diary management - appointments are set up, without conflicts, and information required is to hand. • Email management – as required by the General Manager. • Correspondence: <ul style="list-style-type: none"> ○ incoming mail and email are screened and prioritised, with documents saved in appropriate directories; ○ invitations are responded to, requests for information are met, and replies to letters are drafted; ○ support business as usual activities when the General Manager is away. • Prepare draft correspondence, memoranda, and/or file notes as required, • Report coordination and compilation – Council/Committee/Exec reports are finalised as required. • Assist with information management quality assurance and the maintenance of information to support the LGOIMA response process within legislative timeframes. • Travel and accommodation bookings, as required, following Council process. • Meet and greet visitors, as required. • Event management as required, within budget, in a timely manner – either solely by the EA or in conjunction with the Communications team. • Project management support – meet requests to research material, compile documents etc. • Always maintain utmost confidentiality. • Consider financial implications of actions. • Support or backfill the Executive Officer role in times of leave/absence for continuous service to the Chief Executive. • Provide support to the managers within your General Manager’s group, as time allows, with consideration to other work priorities.
<p>Committee Advice and Support:</p> <p>Meeting Papers - agendas, reports, decisions and meeting servicing</p>	<ul style="list-style-type: none"> • For assigned Committees, advise and support: <ul style="list-style-type: none"> • report writers/authorisers in agenda preparation, minutes, and actions. Ensure all agenda contributors are aware of the relevant agenda preparation timeframes and the appropriate systems to use. • General Managers/Committee Chairs in agenda and standing orders, including the management of supplementary items, conflicts of interest and extraordinary matters that may arise before or during a meeting. • Provide system administration services to support Agenda, minutes software. • Organise, attend, and take minutes of meetings. Ensuring the smooth running of meetings and provide governance and procedural advice during meetings to the chair pursuant to Standing Orders and using agreed technology for recording proceedings. • Ensure documentation, Agendas and Minutes are prepared to a high standard (proofread and spell check) and distributed within agreed or statutory timeframes and meet legislative and policy deadlines. • Ensure confidential items are available for circulation to appropriate Councillors/employees/ mailing lists within agreed timelines. • Maintain mailing lists to ensure they are accurate, complete and up to date. • Ensure meeting venue setup prior to the meeting and is tidy at the conclusion of the meeting ensuring that no meeting papers are left in meeting rooms. Protecting the confidentiality and privacy of the meeting information.

	<ul style="list-style-type: none"> • Arrange catering requirements for Committee meetings, when required.
Committee Advice and Support: Minutes and actions	<ul style="list-style-type: none"> • Ensure minutes are prepared to meet agreed and statutory timeframes. This involves preparing minutes in draft form within agreed timeframes and within the official system, ensuring they are complete and checked so that when they are circulated for proofreading / finalisation by the General Manager, minimal changes are required. • Ensure a consistent high standard of presentation. • Maintain action registers, and ensure items are reported back in the next meeting. • Maintain resolution register and ensure this is assessable. • Ensure confidentiality is maintained.
Other organisation support	<ul style="list-style-type: none"> • On a shared basis, manage the Org Support email box, and complete requests (such as bulk mailouts, mail merges, photocopying, binding, formatting etc) within agreed timeframes and with high accuracy and as little wastage as possible. • On a shared basis, ensure outwards mail / courier (enveloping and dispatch) is handled efficiently and within defined timeframe. • On a shared basis, assist at Reception when they are short staffed (e.g. in times of Leave / unplanned absences), including assisting with opening and closing during these periods if required. • Process mapping as required, using Council's Promapp application.
Continuous Improvement	<ul style="list-style-type: none"> • Promote and implement improvements to formats, including ensuring report writing guidelines are adhered to. • Look for opportunities to improve and enhance functionality through agenda and minutes software. • Continually seek opportunities to improve services for your customers (internal or external). • Show flexibility, adaptability and a willingness to change and are open to feedback as an opportunity to improve.
Stakeholder relationships / customer service	<ul style="list-style-type: none"> • Develop strong and effective relationships with internal and external stakeholders. • Respond appropriately. • Understand situations from the customer's perspective. • Keep customers up to date about progress of queries/requests/projects. • Maintain clear communication.
Other duties	<ul style="list-style-type: none"> • Any other duties as may be required from time to time.

Your health, safety and well-being

- Work safely and take responsibility for keeping self, colleagues, contractors and customers free from harm;
- Report all incidents, near-misses, hazards and accidents promptly
- Communicate whereabouts when out of the office (e.g. use Where Am I, Get Home Safe)
- Activity risk assessments are completed as part of planning for all field-based activities prior to work being undertaken, with relevant parties
- Know what to do in the event of an emergency
- Participate in safety and wellbeing initiative and programmes as required
- Attend required health and safety training and induction sessions.

Working with Māori

- Engage with iwi in a way that demonstrates understanding of the nature of the relationship between iwi and council as reflected in the principles of Te Tiriti o Waitangi and council's values, policies and practice.
- Communicate and engage with mana whenua and mataawaka, demonstrating an understanding of tikanga, and on the basis of informed understanding of issues of significance to Māori throughout Murihiku.

Your civil defence and emergency response responsibilities

All staff of Environment Southland may be required to undertake Civil Defence or Biosecurity duties in the event of an emergency. Training will be given as appropriate.

- Fulfil allocated Civil Defence and emergency response roles, as assigned.
- Manage or assist with other emergency responses that are required.
- Participate in Civil Defence and emergency response initiatives and programmes as required.

Confidentiality, Privacy and Recordkeeping

All staff of Environment Southland are required to collect, retain, and maintain sensitive, confidential and personal information. Training will be given as appropriate to:

- Manage all information with care and respect in accordance with the Public Records Act 2005, Privacy Act 2020, Local Government Official Information and Meetings Act 1987 and all other relevant Local Government legislation.
- Retain information, regardless of format, e.g. records and data in official organisational systems.
- Understand the requirements of Public Excluded Agendas and Minutes.
- Ensure that information created by General Managers is also retained in organisational systems.
- Ensure no sensitive, confidential, or personal information is inappropriately shared internally or externally without the appropriate approval.
- Report a privacy breach to the organisational Privacy Officer if a situation should occur.

Your experience, knowledge and qualifications

Knowledge/Experience

- Demonstrated knowledge to fulfill requirements of the key accountabilities specified for this position.
- A business college qualification plus relevant work background showing support at a senior management/general manager level.
- Dictaphone skills.
- Word processing speed – no less than 70 wpm.
- Minute taking experience is an advantage.
- Proficient in the use of the Microsoft Office package – especially Word and PowerPoint.
- A working knowledge of an electronic telephone system desirable, but not essential as training will be given.
- Full current driver's license

Attributes

- Excellent communication skills – both written and verbal.
- Highly accurate and keen eye for detail.
- Excellent customer service skills with the ability to interact with Councillors and staff at all levels within the organization.
- Honesty, integrity and commitment to preserving confidentiality, i.e. can be trusted with confidential information.
- Ability to exercise sound judgment and initiative.
- Able to work effectively as part of a team, but without close supervision.

Performance Review

We have a Professional Development Programme (PDP) that is the basis for performance assessment at all levels of the organisation. There is at least one formal meeting, annually, between the team member and their people leader, along with a six-month review and regular monthly catch-ups.

Acknowledgement

I _____ have received a copy of the job description and have read and understand the duties and responsibilities and key relationships described therein.

Signature _____

Date _____