EA to Mayor and Deputy Mayor

Provide comprehensive executive and administrative support to the Mayor and Deputy Mayor, working closely with the Mayoral Advisor to ensure the Mayor's Office responds effectively and in a timely manner to the needs of the community.

Our Organisational 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)

- 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.

EA to Mayor and Deputy Mayor – 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 and administrative support to the Mayor and Deputy Mayor, working closely with the Mayoral Advisor to ensure the Mayor's Office responds effectively and in a timely manner to the needs of the community.
- Manage the Mayor and Deputy Mayor's schedules and commitments, including diary management, time planning, appointments, internal and external meetings, travel, accommodation, conference attendance, and the coordination of information and resources required to support decision-making and representation activities.
- Coordinate and manage correspondence including receiving, recording, prioritising, responding to, or delegating enquiries and requests as appropriate, preparing correspondence and reports, and ensuring responses are provided within agreed timeframes.
- Provide governance and operational support through meeting preparation, minute-taking, records management, filing systems, and ensuring relevant information is available to support meetings, events, and other official engagements.
- Act as a key liaison between the Mayor's Office, elected members, council staff, community members, and external stakeholders, including responding to ratepayer enquiries, facilitating the resolution of issues, coordinating commitments with the Chief Executive and Leadership Team, and supporting the Deputy Mayor in the Mayor's absence.
- Maintain the professional presentation and effective operation of the Mayor and Deputy Mayor's offices, including responsibility for office administration, purchasing, stationery, records, and other administrative support activities.
- Coordinate civic functions, ceremonial events, receptions, and official engagements, including hosting visiting dignitaries, Government Ministers, community organisations, citizenship ceremonies, and Civic Honours events. This includes organising invitations, venues, catering, hospitality, gifts, event logistics, and working collaboratively with council staff to ensure successful delivery.
- Support staff wellbeing initiatives through the coordination of acknowledgements, collections, gifts and visits, ensuring gift registers and received memorabilia are well managed.

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 National Certificate in Business Administration and Computing Level 4 or equivalent (desirable)
- A minimum of 7 years in a personal assistant role to senior executive level or similar work experience (desirable)
- Excellent communication skills – written and verbal
- Excellent administrative skills
- Ability to produce work consistently to a high standard
- Confidentiality and strong policial awareness
- Strong customer focus
- Integrity required for this senior role in the public sector.

Additional Information

Financial Delegation – $2,000

Position Grade – Grade 13

Organisation Chart – see below

