

JOB DESCRIPTION

Executive Assistant

ROLE TITLE	Executive Assistant
SECTION/DIVISION:	Divisional Services and Administration, Operations Division
REPORTS TO:	Operations Lead or Operations Manager or Faculty Manager or Campus General Manager or Divisional Senior Manager
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>The Executive Assistant (EA) works alongside a senior executive or director to manage administrative responsibilities, provide confidential, executive administrative support, and streamline communication to enhance the efficiency of the executive's workflow across a range of complex issues.</p> <p>Utilising sharp attention to detail and outstanding organisational skills, this role plays a crucial part to ensure the overall support to the executive(s).</p>
ACCOUNTABILITIES:	<p>Executive administrative support <i>Outcome: Actively contribute to the efficient operation of the executive's office, and the division/unit with discretion and expertise, while fostering a culture of continuous improvement.</i></p> <ul style="list-style-type: none"> • Provide autonomous executive support and administration services, ensuring highly proficient coordination and delivery of activities and tasks. • Be the first point of contact for the executive's office, and act as the liaison for internal and external stakeholders. Respond to internal and external enquiries. Ascertain the type and level of response required, deploying discretion, empathy and exercising a sound knowledge of relevant portfolios and key priorities. • Build and maintain a good understanding of the executive's office and associated projects. • Assess, prioritise and problem solve so that all matters are handled professionally. Ensure confidential and compliant management of sensitive matters, information, and records. • Undertake email and document management, including monitoring and prioritising of email, assist with the preparation of responses. • Research, collate and analyse data for formal reports and other documents. • Provide advice and briefings on complex policy and operational matters to support informed decision making and planning. • Organise and coordinate meetings, events and functions, administration and arrangements in a timely manner to support the activities of the executive. • Manage diary appointments, scheduling, organising and prioritising meetings, often with conflicting deadlines or where schedules are tight and demanding. • Manage complex travel arrangements, in compliance with University policies and processes. • Maintain effective and compliant record management systems and other administrative systems in line with University policies and processes. • Maintain an up-to-date and active administration file to ensure seamless service coverage. • Perform related duties as assigned, within the scope of the role.

Transactional finance

Outcome: All transactional financial administrative processes are undertaken accurately and within specific timeframes, utilising best practice and agreed systems.

- Perform a range of transactional financial administrative activities in accordance with prescribed University financial policies and procedures.
- Undertake financial processes, such as, advances, reimbursements, schedular and receipt payments, invoices, credit notes, gifting requests, departmental awards, prizes, and scholarship forms.
- Process PCard transactions and staff month end PCard statements, banking, petty cash and purchasing tasks (e.g. ordering supplies, obtaining quotes, managing inwards goods).
- Problem solve order or delivery queries.

Whakawhanaukataka – Community

Outcome: Active commitment to being part of a team, within the relevant embedded unit/division, and the broader Divisional Services and Administration whānau.

- Initiate and develop positive professional relationships with staff, and internal and external stakeholders.
- Actively engage and contribute to the EA Community of Practice (CoP) and keep up to date with new procedures and protocols.
- Contribute to the development of the broader EA team through continuous improvement and adoption of new initiatives.
- Support ongoing development needs of colleagues by sharing knowledge and providing guidance, support, training and coaching as appropriate.
- Continually align, improve, and streamline processes through sharing best practices, leveraging collective knowledge and ensuring a consistent level of service.
- Assist with coordination and provision of appropriate student pastoral care and information regarding available resources and support, escalate as appropriate.
- Attend and positively contribute to team meetings.
- Perform Departmental Health and Safety Officer (DHSSO) first aid and/or fire warden duties, as delegated and with appropriate training.

Manaakitaka - Valuing equity

Outcome: Act in a manner consistent with the University's equity, diversity, and inclusion commitments, as articulated in the Equity and Diversity Strategic Framework and University equity policies.

- Support the University's commitment to Māori, and Te Tiriti o Waitangi.
- Support the University's commitment to Pacific peoples.
- Support the University's commitment to recognised equity groups.
- Demonstrate equity behaviours and values aligned to the University Capability Framework in day-to-day interactions with your team, stakeholders, and the University.

KEY RELATIONSHIPS:

Internal

Strong relationship with specific senior executive(s) and associated staff
Other senior executives and managers across the University
Advisory and operational support services
University committees
All University staff and students

External

Dependent upon work area and requirements of the senior executive
Government departments, institutions, and agencies

QUALIFICATIONS AND EXPERIENCE:

Essential

Tertiary qualification or equivalent body of knowledge appropriate to the role. Considerable experience working in an administrative role in a busy and/or complex environment.

Considerable experience working for a senior manager/executive in an environment where confidentiality, judgement and discretion are paramount.

Preferred

Experience of working within the tertiary sector.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.

Excellent written and communication skills and demonstrate meticulous attention to detail.

Strong organisational ability to optimise and prioritise conflicting demands in a busy environment, to achieve deadlines and see responsibilities through to completion.

Ability to handle confidential information and interact with high-level executives.

Ability to prioritise, organise and establish administrative procedures and work under pressure.

Excellent self-management skills, including working effectively without direct supervision, managing and organising fluctuating workloads in sometimes stressful situations.

SPECIAL REQUIREMENTS:

Contribute as part of a network of Divisional Services and Administration staff, to provide suitable coverage during periods of leave and peak period activities.

May be required to perform duties at different workplaces or locations across the campus.

DIRECT BUDGET ACCOUNTABILITY:

Authorises minor expenditure from another person's budget in accordance with University financial delegations.

MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Executive Assistant

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	ADEPT	INTERMEDIATE	INTERMEDIATE
<p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</p>	<p>Take responsibility for delivering high quality customer-focused services</p> <p>Understand customer perspectives and ensure responsiveness to their needs</p> <p>Identify customer service needs and implement solutions</p> <p>Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers</p> <p>Maintain good relationships with key customers in area of expertise</p>	<p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p>	<p>Utilise facts, knowledge, and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
INTERMEDIATE	INTERMEDIATE	ADEPT	INTERMEDIATE
<p>Complete work tasks to agreed budgets, timeframes, and standards</p> <p>Take the initiative to progress and deliver own and team/work unit activities</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals</p> <p>Seek and apply specialist advice when required</p>	<p>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</p>	<p>Research and analyse information, identify interrelationships, and make relevant evidence-based recommendations</p> <p>Anticipate, identify, and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</p>	<p>Take responsibility for own actions and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</p>

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Represent the organisation in an honest, ethical, and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines, and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Be responsive to diverse experiences, perspectives, values, and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>

LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
INTERMEDIATE	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases in appropriate workplace settings</p> <p>Has prepared and can communicate accurately own mihi if required in the workplace context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in workplace activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>