

JOB DESCRIPTION

Assistant to the Deputy Secretary to the Council

ROLE TITLE: Assistant to the Deputy Secretary to the Council

SECTION/DIVISION: Vice-Chancellor's Office, Corporate Division

REPORTS TO: Deputy Secretary to the Council

DIRECT REPORTS (FTE): Nil

INDIRECT REPORTS (FTE): Nil

PRIMARY PURPOSE OF THE ROLE: Provide assistance to the Deputy Secretary to the Council (or the Secretary to the Council) and the Office of the Registrar on a range of activities concerning the Office, including the provision of executive secretariat assistance, support on various governance matters concerning the Council, its portfolio of Committees and Boards and their conveners in the good governance of the University.

A strong customer focus is crucial to success. This role is pivotal in delivering proactive services for the Council, offering support to colleagues on the ongoing activities of the work area, whilst ensuring high quality, efficient administrative support.

ACCOUNTABILITIES:

Governance and Secretariat Support

- Provide proactive assistance to the Secretary or Secretary to the Council in coordinating high-quality secretariat support for an assigned portfolio of University Council, Committee, Boards, working parties, controlled entities and subsidiary companies, including the University of Otago Holdings Limited
- Respond and attend to administrative tasks to support the Deputy Secretary to the Council, Secretary to the Council, Chancellor, Members of Council and other decision-making bodies of the University, including documenting resolutions and decisions of those bodies.
- Communicate board and committee decisions and undertake follow-up actions as required, promptly and effectively.
- Assist with reviewing and analysing documentation to be provided to Council and its Committees, ensure conveners are suitably briefed and advised on potential matters/issues arising.
- Coordinate appeal processes in accordance with Appeals Statute, including preparing documentation, coordinating meetings and distributing materials in conjunction with the Senior Solicitor.
- Coordinate administrative support for ceremonial and official University activities associated with the Chancellor's Office, including graduation, Emeritus Professorship processes and other related governance activities.
- Liaising with Council members, conveners and administration staff to resolve scheduling conflicts and coordinate completing priorities.

Governance Administration and Records Management

- Ensure all administration is timely and performed effectively, efficiently and in accordance with University and external requirements.
- Maintain accurate institutional records of the Council and its Committees and ensure these are maintained and accessible in accordance with the Public Records Act and University systems and processes, liaising with the University's Corporate Records Services as required.
- Undertake research and analysis using a wide variety of resources to provide appropriate material and background information for documents, reports and speeches.

- Regularly review the effectiveness of processes related to the role and make recommendations on improvements.

Stakeholder Engagement and Collaboration

- Establish and maintain effective working relationships and channels of communication with a wide range of internal and external stakeholders in respect of governance compliance matters representing the Office of the Registrar professionally and ethically in all dealings.
- Work flexibly with team members to provide effective, efficient and compliant administrative support.

Compliance, Policy and Professional Practice

- Be conversant with relevant University statutes, regulations, policies and procedures.
- Understand and comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.
- Effectively interact, work, and develop meaningful relationships with people of various cultural backgrounds.

General

- Undertake additional duties as reasonably required, consistent with the scope of the role, the individual's capabilities and operational requirements.

KEY RELATIONSHIPS:

Internal

Chancellor
University Council
Registrar and Secretary to the Council
General Counsel
Vice-Chancellor and Office staff
Senior Leadership Team
University Committees
University of Otago Foundation Trust Board and other University controlled entities

External

Government departments, institutions, agencies, and bodies
Tertiary Institutions
External stakeholders, including the Tertiary Education Commission and Universities NZ
Council Secretaries in NZ universities

QUALIFICATIONS AND EXPERIENCE:

Essential

Recognised qualification appropriate to the role or proven experience working in a busy administrative role where high levels of customer service delivery are expected.
Proven experience providing governance support for high-level Committees and other decision-making bodies.
Experience in a role requiring a high level of diplomacy.
Experience working in an environment where confidentiality, judgement and discretion are paramount.
Proven experience working in roles requiring exceptional attention to detail, sound judgement and the ability to work strategically and autonomously.

Preferred

Experience in the governance and servicing of formal committees
Experience with Diligent Boards application or similar.
Experience working within the tertiary sector.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Excellent oral and written communication skills, including report proof-reading and editing skills and the ability to communicate effectively with senior members of staff and to liaise and develop productive working relationships with management, staff, students, other stakeholders and visitors.
 Ability to schedule and prioritise workloads, be self-motivated and pro-active.
 Detail oriented.
 Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.
 Knowledge and understanding of documentation required for formal committees.
 Ability to research and analyse information.

Preferred

Knowledge of governance activity in the tertiary education sector.
 Knowledge of the University and relevant statutes, regulations, policies and processes.
 Good knowledge of University, its personnel and how the organisation functions.
 Flexible and a sense of calm and balance in pressured situations, with strong organisation and time management skills.
 Ability to follow complex discussions to capture and understand key points made in a meeting and communicate these succinctly.
 Ability to work in an innovative manner to improve systems and procedures.

SPECIAL REQUIREMENTS:	Staff must comply with the Public Records Act 2005 and the Privacy Act 2020 and are expected to complete training to understand and meet these requirements.
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.
EQUITY AND DIVERSITY:	Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.

CAPABILITY FRAMEWORK:

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

CAPABILITY FRAMEWORK DESCRIPTORS

Assistant to the Deputy Secretary to the Council

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>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</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>
FOUNDATIONAL	INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</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 and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</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	FOUNDATIONAL	FOUNDATIONAL
<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</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</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>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>