

JOB DESCRIPTION

Executive Assistant

ROLE TITLE	Executive Assistant
SECTION/DIVISION:	Shared Services Division, Operations Services, Client Services
REPORTS TO:	Manager Client Services or Senior Manager Client Services
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide confidential and high level executive secretarial and administrative support services, across a range of complex issues, to support a Senior Executive/s.</p> <p>The role is part of the Shared Services team, flexibly providing administrative services, across the University. A strong customer service orientation and commitment to continuous improvement initiatives is critical to the success of the role.</p>
ACCOUNTABILITIES:	<p>Be the Senior Executive/s point of contact, anticipating needs, and analysing and assessing requests in order to screen and prioritise urgent and often sensitive matters, and troubleshoot and initiate action to facilitate resolution and problem solving. Exercise discretion and diplomacy, and maintain confidentiality to facilitate the optimal use of the Executive's time.</p> <p>Autonomously and independently respond to issues, enquiries and communications on behalf of the Senior Executive(s) as appropriate.</p> <p>Draft, prepare, coordinate and review information, high level communication and documents on a range of complex, contentious and/or sensitive matters including submissions, briefings, discussion papers and correspondence.</p> <p>Research, analyse, collate and provide reports, advice and briefings on complex policy and operational matters to support informed decision making and planning.</p> <p>Monitor, implement and evaluate administrative practices, systems and procedures to optimise efficiency, continually improve the customer experience through service design and delivery and support the achievement of quality outcomes; ensure compliance with records management and other policy.</p> <p>Manage the Senior Executive/s records and correspondence. Manage diary appointments, scheduling, organising and prioritising meetings often with conflicting deadlines or where schedules are tight and demanding. Undertake meeting administration; organise travel; and generally provide support to facilitate the smooth operation of the Senior Executive/s portfolio of activity.</p> <p>Establish and maintain effective working relationships and channels of communication with a wide range of internal and external stakeholders such as external funding bodies, Government bodies, other Universities, District Health Boards and the like; deliver positive and solution focused communication with internal staff and external stakeholders.</p> <p>Collaborate effectively with peer Executive Assistants and Client Services colleagues, and other stakeholders to seek new opportunities for enhancing the support and advisory services provided. Continually align, improve and streamline processes through sharing best practices; leveraging collective knowledge and ensuring a consistent level of service.</p>

Work collaboratively with AskOtago and the broader Shared Services Division, to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal

Strong relationship with a specific Senior Executive(s) and associated staff
Other senior executives and managers across the University
Advisory and operational support services
University committees
Shared services (including Ask Otago)

External

Dependent upon work area and requirements of the Senior Executive
Government departments, institutions and agencies

QUALIFICATIONS & EXPERIENCE:

Essential

NCEA (min Level 2) or equivalent recognised qualification.
3+ years' experience working in an administrative/secretarial role in a busy and/or complex environment.

Preferred

Tertiary qualification
5+ years' experience including working for a senior manager/executive in an environment where confidentiality, judgement and discretion are paramount.
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.

SPECIAL REQUIREMENTS:

Contribute as part of a network of Shared Services 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.

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	Foundational
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	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	Foundational
	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	FOUNDATIONAL	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>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</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	FOUNDATIONAL	INTERMEDIATE	INTERMEDIATE
<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>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</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 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>

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE

LANGUAGE & 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 work place</i>
FOUNDATIONAL	INTERMEDIATE
<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 incorporate its principles appropriately in work place 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>