

## Executive Assistant to the Chief Executive

### Part one: Job description

<b>Job title:</b>	Executive Assistant	<b>Location:</b>	Carterton
<b>Status:</b>	Permanent Part-time (20hrs pw)	<b>Effective:</b>	July 2024
<b>Team:</b>	Corporate Services		

#### 1. Role of the Corporate Services Team

Corporate Services comprises the support services to elected members and Council staff, including democratic services, rates, IT, finance, planning and reporting, official and privacy information management, and administrative services. It also provides front line customer services to ratepayers, residents and the wider Carterton community.

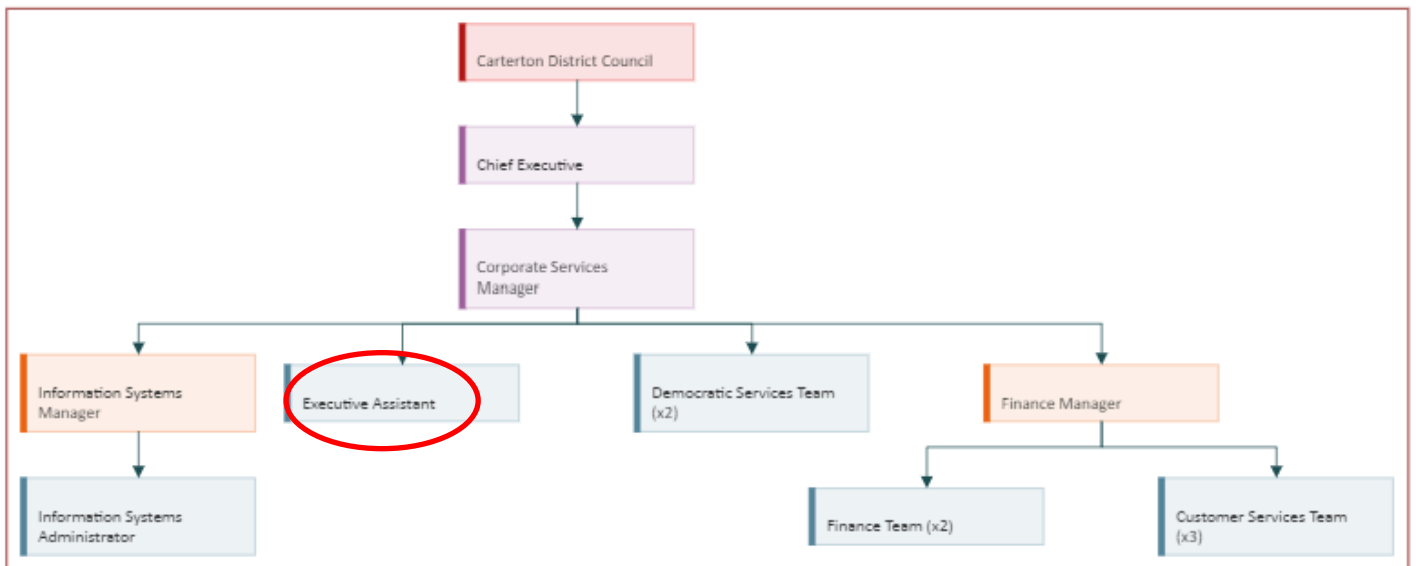
#### 2. Purpose of the Role

The purpose of the role is to provide high-quality executive assistance to the Chief Executive (CE) including the provision of secretarial and administrative support services.

#### 3. Responsibilities

- Provide executive and administrative support to the CE enabling them to undertake their role in a professional, efficient and effective manner.
- Support the CE to manage and prioritise day-to-day activities including workflows, correspondence, appointments and meetings.
- Maintain a high level of trust, confidentiality and sensitivity across the range of issues managed by the CE, elected members and wider council staff.
- Provide backup support across other Corporate Services Teams including Democratic Services and Customer Services.

#### 4. Organisation context



#### 5. Working relationships/reporting lines

The position formally reports to the Corporate Services Manager but is supervised on a day-to-day basis by the CE. In addition, the position has regular contact with a number of internal and external stakeholders including, but not limited to:

External relationships	Internal relationships
<ul style="list-style-type: none"> <li>• Carterton Ratepayers and residents</li> <li>• Community groups &amp; stakeholders</li> <li>• Other Wairarapa councils</li> <li>• Central Government Agencies</li> <li>• Local businesses</li> <li>• Other members of the public</li> <li>• News and other media organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Mayor and councillors including their committees and advisory groups</li> <li>• Executive Leadership Team and other Managers</li> <li>• Other CDC council teams and staff.</li> </ul>

#### 6. Key Result Areas

KEY RESULT AREAS	KEY TASKS
<b>Executive and administrative support</b>	<ul style="list-style-type: none"> <li>• Be the CE’s point of contact, anticipate CE’s needs, and triage requests in order to prioritise urgent and often sensitive matters.</li> <li>• Exercise discretion and diplomacy to ensure the optimal use of the CE’s time.</li> <li>• Work autonomously to respond to issues, enquiries, and communications on behalf of the CE as appropriate and agreed.</li> <li>• Manage inflow of all correspondence to the CE’s office to allow for rapid prioritization/delegation of workflows</li> <li>• In line with CE prioritisation, manage CE calendar, exercise judgment about priorities, and time management</li> </ul>

	<ul style="list-style-type: none"> <li>• Draft, prepare, coordinate, and review information, covering high-level communications, and documentation on a range of complex, contentious and/or sensitive matters including submissions, briefings, discussion papers, council reports and correspondence.</li> <li>• Draft, prepare, coordinate, and review reports for Council and Committee meetings</li> <li>• Monitor reports within deadlines for Council and Committee agendas.</li> <li>• Draft, prepare and coordinate external meeting agendas, recording minutes, and action point follow up.</li> <li>• As directed by CE, manage and coordinate special projects</li> <li>• Schedule, organise and prioritise meetings often with conflicting deadlines or where schedules are tight and demanding.</li> <li>• Organise events and activities as required including venue bookings, catering, resources and information.</li> <li>• Ensure that all enquiries are managed within Council standards, receiving messages, answering and/or redirecting queries.</li> <li>• Manage electronic filing</li> <li>• Troubleshoot and initiate action to reach acceptable resolution of issues as appropriate.</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified.</li> <li>• Ensure CE office maintains discretion, privacy and confidence of sensitive issues.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Establish and support effective working relationships and channels of communication with a wide range of internal and external stakeholders.</li> <li>• Liaise with other council Mayors, CE's, EA's and elected members as required.</li> <li>• Deliver positive and solution focused communication to internal staff and external stakeholders.</li> <li>• Collaborate effectively with other Executive Assistants, colleagues, and stakeholders to seek new opportunities for enhancing the support and advisory services provided.</li> </ul>
<b>Democratic Services and Customer Services support</b>	<ul style="list-style-type: none"> <li>• Support the Democratic Services Officers with administrative duties including organising meetings, preparing and distributing agendas, and taking minutes.</li> <li>• Provide front line customer service support including the counter attendance, telephone enquiries, and receiving payments.</li> </ul>

<b>Health, Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Actively participate in Health Safety and Wellbeing (HS&amp;W) activities at CDC.</li> <li>• Demonstrate your understanding of HS&amp;W related policies and procedures.</li> <li>• Be accountable for your actions at all times while adhering the Health and Safety at Work Act (2015).</li> <li>• Actively raise awareness to others about HS&amp;W in the workplace.</li> <li>• Actively participate in safety reporting and hazard management.</li> <li>• Demonstrate HS&amp;W practices to colleagues.</li> </ul>
<b>Council Contribution</b>	<ul style="list-style-type: none"> <li>• Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.</li> <li>• Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with staff, and internal and external stakeholders.</li> <li>• Act as an ambassador for Council and its services.</li> <li>• Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Māori.</li> <li>• Act within professional guidelines and Council policies at all times.</li> <li>• Participate in Council's emergency preparation, training, and response as practicable, including working with the Emergency Operations Centre when directed.</li> <li>• Actively participate in and contribute to performance improvement and development.</li> <li>• Participate and contribute to management support initiatives.</li> <li>• Additional tasks, duties or responsibilities as directed by the CE or Corporate Services Manager.</li> </ul>

## Part two: Person specifications

### 7. Skills and experience

- Demonstrated administrative and/or secretarial services experience
- Excellent written and oral communication skills
- Ability to be proactive and use initiative
- Excellent interpersonal skills including the ability to maintain confidentiality and be discreet
- Extremely well-organised and able to work under pressure
- Able to demonstrate attention to detail and accuracy
- Ability to work in a team environment and value team participation
- Able to physically carry out the functions of the position.

## **8. Personal attributes and behavioural competencies**

### **WORKING CO-OPERATIVELY**

Working effectively with others inside and outside the organisation. Taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.

### **ANALYSIS (PROBLEM IDENTIFICATION)**

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data form different sources; identifying relationships.

### **JUDGEMENT (PROBLEM SOLUTION)**

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

### **LEADERSHIP (INFLUENCE)**

Using appropriate interpersonal styles and methods to inspire and guide individuals and groups (staff, peers and managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved. Gaining agreement/commitment to ideas, plans or courses of action.

### **ORGANISATIONAL AWARENESS**

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.

### **CLIENT SERVICE ORIENTATION**

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

### **EXTRA-ORGANISATIONAL AWARENESS**

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors

### **WORK STANDARDS**

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

### **PLANNING AND ORGANISING**

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

**PROJECT PLANNING**

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

**INTEGRITY**

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

**COMMUNICATION**

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.