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| Executive Assistant to Regional CommissionerRegional Service Delivery |  |
| Our purpose **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner to we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| The outcomes we want to achieve

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| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

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| We carry out a broad range of responsibilities and functions including

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| * Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
 | * Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| ****Our strategic direction****

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| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |

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| ****He Whakataukī\*****

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| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |
| ***\**** *We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī* |

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| Position detail |
| **Overview of position**The role of the Executive Assistant is to provide general administrative and secretarial support for the Regional Commissioner.The Executive Assistant will also work as part of an effective team to develop and maintain administrative services for the Department. |
| **Location**Regional Office |
| **Reports to**Regional Commissioner for Social Development |
| Key responsibilities**Secretarial Services*** Provide timely and accurate secretarial services for the team, including word-processing, spread sheeting, photocopying and other document processing duties as may be necessary to support the efficient functioning of the team
* Develop presentation materials using appropriate design packages, as required
* Respond to and compose letters and memoranda
* Collate papers for meetings, prepare and circulate agendas, take minutes and dictation
* Provide a reception service, take messages, answer queries and redirect queries as appropriate, screen telephone calls, mail and visitors
* Maintain diaries, make appointments and travel arrangements for the Manager and team
* Maintain confidentiality of documentation and information as required and as appropriate
* Liaise with Department people to understand their service requirements.
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| **Administrative Support*** Set up and maintain effective electronic and paper filing systems and procedures and develop new systems as required enabling quick access to information
* Develop and maintain electronic and paper information bases relevant to the team
* Compile statistics and information as required
* Under take one-off projects, compile and process data for the Manager or project team where required
* Index, catalogue and store current and non-current information
* Maintain appropriate supply of stationery for the team
* Co-ordinate with and assist other administration staff as necessary
* Document all procedures within desk files.

**Accounts*** Provide administrative support for financial budgeting systems
* Establish and oversee procedures to ensure internal records and vouchers for the department are processed
* Monitor monthly budget reports by category, liaise with Manager, highlight and clarify anomalies
* Maintain and update variance reports, budgets and accounts
* Co-ordinate the production of monthly and ad hoc reports and answer queries on the above as requested
* Liaise with Finance and other cost centres on matters relating to the group budget and reporting requirements.

Administration services systems and procedures* Participate in the development and maintenance of standards for administrative support in the Department
* Contribute to improvements in the internal procedures performed by executive support staff
* Contribute ideas for improvement to systems and process simplification to effectively deliver administrative support services
* Operate systems and procedures in such a manner as to meet Department requirements
* Provide administrative support and advice to members of the team and wider Department as required
* Co-ordinate with and assist other executive support staff such that best practice is shared and overload situations can be managed efficiently.

Team and individual performance* Participate in the development and operation of projects which include team members and others
* Contribute to team communication activities
* Participate in peer review of own and others work
* Identify and act on personal learning and development opportunities

Reporting* Accurately report on progress against projects and budget, monthly and as required.
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| Embedding Te Ao Māori  |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.
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| Health, Safety and Security |
| * Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.
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| Emergency Management and Business Continuity |
| * Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.
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| Know-how* Demonstrated experience with the provision of high level administration and secretarial support activities
* Advanced level of word processing, computer and keyboard skills, including knowledge of spreadsheet, email, electronic diary management, internet, graphics, presentation and/or desktop publishing packages is desirable
* Previous experience in accounts administration
* Excellent knowledge of administration policies, systems, procedures and technology
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| Attributes * Attention to detail
* Strong client focus
* High work standards
* Ability to self manage
* Team work
* Strong communication skills
* Strong problem solving skills
* Ability to influence
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| Key Relationships  |
| **Internal*** Be accountable to the Regional Commissioner
* Work closely with members of the Service Delivery Business Unit and National Commissioner’s Office
* Liaise and work closely with other Executive Support staff
* Liaise and work closely with other Department people
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| **External*** Liaise with client service organisations, including travel agents, equipment suppliers and customer representatives.
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| Other  |
| **Delegations** |
| * Financial – None
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| * Human Resources – No
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| * People – None
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| **Direct reports** – No |
| **Security clearance** – No |
| **Children’s worker** –No |
| Limited adhoc travel may be required. |
| May require after-hours work |
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