# Disability Support Services and Ministry of Social Development, Te Manatū Whakahiato Ora

# Executive Assistant

# Business Support

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## 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 |

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

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

## **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

## Position detail

### Overview of position

### The Executive Assistant (EA) will be an experienced and highly skilled EA who will deliver high quality executive support to the Manager.

### The Executive Assistant will be well positioned within their business group and will effectively manage their manager’s schedule and will perform a wide variety of complex and confidential administrative, secretarial and research functions.

### The role also provides crucial support to leadership teams allowing them to focus on strategic and operational priorities, our people, our partners and a delivery model which enables high quality service for our clients.

### Duties performed require high trust and confidentiality, initiative, as well as good judgement and an ability to problem solve independently and as a collective

### Location

Various

### Reports to

## Director Business Support

## Key responsibilities

### Executive support

* Develop knowledge and understanding of the manager’s/leader’s work commitments

and priorities to assist them in meeting their outcomes. This includes identifying

emerging issues and bringing this to the Manager’s attention.

* Manage private and confidential information, situations and issues in a manner that

reflects the level and seniority of the environment.

* Pro-actively manage diaries, meetings, and logistics effectively and efficiently to allow the Manager to undertake the requirements of their role.
* Manage effective administrative systems and processes and develop new practices as required to enable the business unit to operate more efficiently.
* Support the investigation and collation of information in response to escalated

complaints/issues when requested, so the appropriate resolution can be achieved.

* Proactively identify and prioritise all matters that require urgent action and gather and

present relevant information for the Manager/Leader to evaluate and respond

appropriately, ensuring high risk and important issues are effectively flagged and

resolved and sensitive information appropriately managed.

* Provide effective diary and email management for the Manager/Leader – plan and

optimise their schedule balancing commitments, priorities and conflicting demands.

* Screen, assess and manage requests of their time using prioritisation methods.
* Provide secretariat services to the business unit including the coordination of all aspects of meetings – this includes preparation of agendas and meeting packs, coordination of digital technologies, room or venue bookings, catering, managing scheduling conflicts and minute-taking to ensure the effective operation of meetings.
* Manage travel arrangements and logistics to support operational requirements and

reconcile travel reports against travel arrangements to ensure costings are accurate.

* Broker information between the Manager and their stakeholders to ensure information is disseminated in an appropriate and timely manner.
* Prepare high quality presentations, reports, memos and briefing materials and ensure

the Manager/Leader is across the finer details.

* Capture and collate feedback and information for the Manager and business unit

leadership team as required to identify risks or issues, support operational requirements and inform decision-making.

* Coordinate and operate in the planning and delivery of events and forums to ensure

they run smoothly, and objectives and action points are achieved. This includes coordinating with suppliers and key stakeholders.

* Act as a central point of contact for the implementation of initiatives by disseminating

information, status reporting, and coordinating dates and ensuring the business unit has all the required support available.

* Monitor and update business unit invoices in financial systems and administer asset

registers and expense claim forms so the budget manager can authorise payment

promptly.

### Leadership

* Partner with the Senior EA and the DCE Office to enable them to achieve their goals and priorities (where applicable).
* Demonstrate credibility, integrity and loyalty with colleagues and peers.
* Contribute as member of leadership team for work group and build your capability.

### Human Resource support

* Support and administer the recruitment process on behalf of the manager to ensure the smooth running of the recruitment, onboarding and offboarding process.
* Arrange for induction of new staff reporting to the Manager and procurement of

necessary equipment.

* Liaise with People Group to coordinate secondments, allowances and leave to maximise the manager’s time.
* Ensure employee information is stored securely and only disclosed to those with

appropriate authority to protect privacy and confidentiality.

* Audit and reconcile employee leave to ensure records are accurate, escalating any leave liability issues.
* Review payroll reports to ensure employee salaries are accurate, escalating any

anomalies for resolution.

### Stakeholder and Relationship Management

* Cultivate a network of contacts and develop and maintain open communication

channels, working collaboratively to facilitate the sharing of information and identify and mitigate risk to enhance the delivery of executive support.

* Coordinate with and assist other executive support colleagues so that best practice is

shared, and overload situations can be managed efficiently.

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## 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.

## 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.

## Know-how

* Experience in providing accurate and useful information that is responsive to disabled people and whānau, and how they want the information communicated.
* Sound understanding of Enabling Good Lives vision and principles and how to apply these in practice.
* Experience with using and maintaining a client record management database in an accurate and timely way.
* Experience in prioritising enquiries and identifying those that need an immediate resource.
* Experience of working in an environment that requires a high level of discretion, sensitivity, and interpersonal interaction.
* Experience of tailoring complex messages to a range of audiences in a range of situations.
* Knowledge of data entry.
* Knowledge and understanding of disability supports.
* Proven organisational skills with the ability to think ahead, use initiative, establish priorities, and meet deadlines whilst preserving high levels of accuracy and confidentiality.
* Knowledge of proactively managing documentation dealing with highly emotive and sensitive subject matters.
* An understanding of equity issues and Te Tiriti o Waitangi and the implications of these for the work of Enabling Good Lives.
* Excellent communication and interpersonal skills.
* Ability to negotiate and influence.

## Attributes

* Highly organised – approaches tasks and situations pragmatically and efficiently.
* Time management – ability to prioritise work, often within tight timeframes and under pressure.
* Excellent attention to detail – ability to achieve thoroughness and accuracy when accomplishing tasks.
* Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative.
* Resilient and able to stay calm under pressure and utilise effective problem-solving approaches.
* Exercises sound judgement and discretion – able to assess individual situations to make quality judgements and decisions.
* Relationship management skills – able to develop and maintain effective working relationships.
* Interpersonal skills – ability to relate to people at all levels and demonstrate active listening skills.
* Excellent communication skills – able to communicate clearly and concisely across multiple channels.
* Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve goals.
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Team manager and other team members
* Disability Support Services Business Group

### Disability Support Services kaimahi External

* Disabled people, and tāngata whaikaha Māori
* Families of disabled children, young adults, and adults
* Disability sector partners including disabled people’s organisations, informal networks and disability service providers
* Colleagues in other participating agencies in the local community
* Wider disability networks and community in the local area

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required.

**Position Description Updated:** October 2025