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**Executive Assistant**

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## About Whaikaha - Ministry of Disabled People

### Our Purpose

Whaikaha - Ministry of Disabled People is underpinned by Aotearoa New Zealand’s commitments under the United Nations Convention on the Rights of Persons with Disabilities along with the United Nations Declaration on the Rights of Indigenous Peoples. In addition, the vision and principles of Enabling Good Lives and Whānau Ora are foundational to how the Ministry does its work.

Whaikaha focuses on listening to and partnering with disabled people, tāngata whaikaha Māori, Pacific disabled people, their families and communities so that their experiences can inform changes to the policies and practices which govern the disability sector. The goal is to enable disabled people and tāngata whaikaha Māori to make their own decisions on the supports that will enable them to live their own good life, enhancing their mana and self-determination.

Whaikaha will provide strong and focused leadership of the disability system across government through:

* Driving better outcomes for all disabled people
* Leading and coordinating cross-government strategic disability policy
* Working to deliver and transform disability support services, and;
* Progressing work on the broader transformation of the wider disability system

### Accessibility

We believe in a diverse and inclusive Ministry which reflects the communities that we serve. We care about the wellbeing and success of our people and provide a supportive and inclusive working environment where people can thrive and be who they are. We are committed to understanding and making available reasonable accommodations and accessibility for our people.

### Te Tiriti o Waitangi

We have a firm commitment to Te Tiriti o Waitangi, which means we are committed to giving effect to Te Tiriti through building kāwanatanga, rangatiratanga and ōritetanga. Whaikaha works to partner with and give effect to the voice of Māori, tāngata whaikaha me o rātou whānau. Whaikaha works to support tāngata whaikaha Māori, whānau, hapū, Iwi and communities to enable their good life and aspirations.

## About the role

The role of the Executive Assistant is to provide general administrative and secretarial support to the Manager.

The Executive Assistant will also work as part of an effective team to develop and maintain administrative services for the team.

## How you will contribute

**Secretarial Services/ Management Support**

* 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.
* Maintain confidentiality of documentation and information as required and as appropriate.
* Liaise with key stakeholders to understand their service requirements.
* Ensure that high level support services are provided.
* Co-ordinate meetings – including scheduling, arranging resources, venues and catering, production of agendas, collation of papers, minute-taking and dissemination as required.

**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.
* Undertake one-off projects, compile and process data for the Manager or 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 Support**

* Provide financial/budgeting support as required.
* Liaise with National Accounting Centre on matters relating to purchasing system/requisitions.
* Undertake purchase order processing transactions including:
  + Input purchase requisitions for office supplies, equipment, stationery, and travel in a timely manner
  + Follow up on goods on back-order/travel bookings
* Prepare invoices for payments.

**Administration Services, Systems and Procedures**

* Participate in the development and maintenance of standards for administrative support.
* 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 the group’s requirements.
* Provide administrative support and advice to members of the team and wider team and Whaikaha as required.
* Co-ordinate with and assist other executive support staff such that best practice is shared, and overload situations can be managed efficiently.

**Human Resource Functions**

* Co-ordinate advertising and recruitment procedures.

**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.

**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**

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

**Contribute to our team - Whaikaha team player**

* Champion and contribute to a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* Familiarise yourself and comply with all Whaikaha policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

## What you will bring

We are committed to building and maintaining a diverse, inclusive and accessible workplace. While this section contains guidance as to the potential requirements for the role, it is not determinative or a complete list. We value the unique skills, strengths, perspectives and experiences that a diverse range of people may bring and will work with our people to make any reasonable accommodations needed to ensure they have a work arrangement suited to their specific needs.

To undertake this role successfully the incumbent will:

* Be a disabled person, or have lived experience whānau, or be able to establish credibility and trust with the disability community, as well as having empathy and a deep understanding of the unique and diverse experiences of disabled people.
* Have the ability to work in a tripartite relationship with disabled people and Tāngata Whaikaha Māori.

**Qualifications, experience and knowledge**

* 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.
* Previous experience in an executive assistant or administrative support role.
* Attention to detail.
* Effective relationship management.
* Ability to mix professionally and build effective relationships at all levels both within the ministry and with outside agencies and clients.
* Ability to prioritise.
* Ability to work as part of a team.
* Excellent communication skills.

## Who you will be working with

### Internal

* Manager and staff across the team
* Executive Assistants and administrative team across Whaikaha
* Ministry of Social Development shared corporate services teams

### External

* Other government agencies
* Minister’s Office
* Client service organisations, including travel agents, equipment suppliers and customer representatives

## Delegations

The following delegations apply to this position:

* People and Culture – N
* Financial – N

## 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.

**Position Description** **Updated:** July 2022