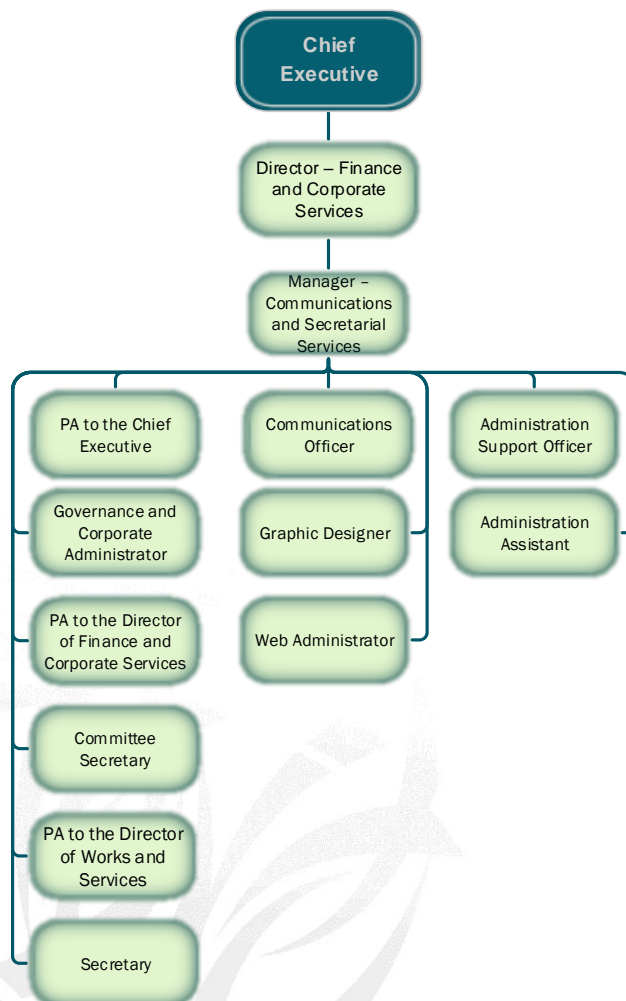


JOB DESCRIPTION

Job Title	Personal Assistant to the Chief Executive
Tenure / Hours	Permanent – Full-time
Directorate and Work Unit	Finance and Corporate Services – Communications and Secretarial Services
Responsible to	Manager – Communications and Secretarial Services
Responsible for	N/A
Budget Responsibilities	N/A
Delegations	As per the delegations register
Date	March 2015



ORGANISATIONAL CONTEXT



JOB PURPOSE

To provide a high quality, responsive Personal assistant service to the Chief Executive and to provide specialised assistance in relation to civic functions and events.

The Personal Assistant to the Chief Executive will also provide liaison and secretarial support for the Executive Leadership Team. Administration of grant applications for the Events Committee and acting as Committee Secretary for Events Committee Meetings.

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

EXTERNAL TO COUNCIL

- Clients/public.
- Other local and regional authorities.
- Outside agencies and professional organisations.
- Community groups and organisations.

WITHIN COUNCIL

- Other team members in your Division/Directorate.
- Other Invercargill City Council employees.
- Elected Representatives.

KEY ACCOUNTABILITIES

Personal Assistant, Secretarial Services and Administration

Managing and maintaining the Chief Executive's schedules/diary.

Preparing reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software for the Chief Executive.

Reading and analysing incoming memos, submissions, and reports to determine their significance and plan their distribution.

Preparing agendas and making arrangements for committee, board, and other meetings.

Opening, sorting and distributing incoming correspondence, including email.

Filing and retrieving corporate documents, records, and reports.

Greeting visitors and determining whether they should be given access to specific individuals.

Performing host duties for the Chief Executive including tea and coffee making, ordering food, obtaining gifts and other items.

Drafting responses to correspondence containing routine inquiries.

Performing general office duties such as photocopying, ordering supplies, maintaining records management systems, and performing basic accounts work.

Taking meeting minutes when requested.

YOU ARE SUCCESSFUL WHEN

- The schedule is up to date and accurate.
- The Chief Executive feels confident that he/she can rely on the assistance and support of the Personal Assistant.
- Documents are prepared to a high standard every time and completed in accordance with agreed timelines.
- The Chief Executive's needs are anticipated and met in a positive, pleasant and discreet manner.
- Issues are referred to the correct person for appropriate action.
- Agendas are produced accurately and in line with legislative requirements.
- Meeting needs are anticipated and provided.
- Correspondence is processed in a timely, discreet manner.
- The filing system is maintained in line with corporate standards.
- Council staff, visitors and members of the public view the Personal Assistant as a knowledgeable, helpful and welcoming first point of contact with the Council.
- Host events are well prepared and positive feedback is received.
- Responses are accurate, timely and in line with corporate standards.
- Basic office systems and requirements are up to date and well catered for.
- Minutes are produced accurately and in line with legislative

Making travel and accommodation arrangements for the Chief Executive and taking/collecting visitors/managers from the airport or other locations when indicated.

The provision of information to the office of the City Solicitor

requirements.

- Travel arrangements are practical, accurate and meet the Chief Executive's needs.
- Visitors/Managers are taken/collected on time in a pleasant, helpful way.
- Information is provided promptly and in a professional format in accordance with Council guidelines.

Events Committee Administration

Administration of the Events Committee, including receiving and processing applications, advertising and organising meetings in accordance with the Local Government Official Information and Meetings Act, taking minutes and advising applicants of the outcome.

- Funding applications are processed accurately, efficiently and with discretion.
- Meetings are held in accordance with LGOIMA.
- All people party to the meeting are kept well informed of procedures and outcomes.

Special Projects

Coordinating and organising civic events. E.g., Citizenship Ceremonies, Civic Awards, staff functions.

- Invitations are attractive, professional and sent in a timely manner.
- RSVPs are followed up.
- Catering and refreshments ordered are appropriate for the event.

Customer Excellence

Acting as an ambassador for our Council, going above and beyond to provide both internal and external customers with exceptional service at all times.

- You are regarded as approachable, interested and friendly.
- You stop to listen, learn and understand when assisting customers.
- Customers recognise they have received the level of support and service they seek.
- You take the initiative to improve work practices and to get the best possible outcome.
- Problems and complaints are acknowledged, solutions identified and promptly acted upon
- Council confidentiality policies are met when dealing with customer information.

Teamwork

Working together as a team to get the job done

- You willingly share your knowledge and experience.
- Communication is open, honest, appropriate and considerate.
- You demonstrate positivity and respect, and support and care for your colleagues.
- You demonstrate initiative and commitment to team objectives, actively participating in group activities.
- You are open and receptive to change.
- You challenge yourself and others to make it better.
- You maintain confidences and avoid hurtful gossip.

Professional Development – self

Identifying areas for personal and professional development.

- Training and development needs are identified, agreed with direct line manager and implemented annually.

Civil Defence Emergency Management

Assisting Council in preparing for and responding to an emergency.

- After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Health and Safety

Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Council's Health and Safety policies, procedures and systems.

- You understand and consistently meet your obligations under Council's Health and Safety policy/procedures.
- You actively encourage and challenge your peers to work in a safe manner.
- Effort is made to strive for best practice in Health and Safety at all times.

Other Duties

From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.

Looking for opportunities to improve systems, processes and work practices – both within your own position and the organisation as a whole.

- You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.
- You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make suggestions for improvement to the organisation as a whole.

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

	ESSENTIAL	DESIRABLE
Education and Qualifications	NCEA passes or equivalent in English, Mathematics, Computer Studies. Full NZ Driver's Licence.	
Knowledge, Skills and Experience	At least five years previous experience as a personal assistant or secretary is required. Typing speed of at least 60 wpm. A high degree of competence in Microsoft Office programmes including Word, Excel and Power point. Operates with a high level of attention to detail.	Previous experience in minute taking is desirable. Financial management/budgeting experience are preferred. Events coordination experience.
Personal Qualities	Dependable, honest and ethical; shows a high level of personal judgment. Acts with discretion at all times. A high degree of integrity and sensitivity is required given the job holder will be working with confidential information. Adaptable and flexible – open to change (positive or negative) and to considerable variety in the workplace. Focused on providing a high level of customer service. Concern for others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job. Independent – able to prioritise work effectively – developing one's own ways of doing things; guiding oneself with little or no supervision, and depending on oneself to get work done. Cooperative - job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. High level of personal initiative - Job requires a willingness to take on responsibilities and challenges. A high degree of tact and diplomacy.	

CHANGES TO JOB DESCRIPTION

This Job Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

.....
Date

