**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

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**ORGANISATIONAL CONTEXT**

Chief Executive

Director – Finance and Corporate Services

Manager – Communications and Secretarial Services

PA to the Director of Finance and Corporate Services

Governance and Corporate Administrator

PA to the Chief Executive

Communications Officer

Graphic Designer

Web Administrator

Administration Support Officer

Administration Assistant

Secretary

PA to the Director of Works and Services

Committee Secretary

**ourcompass**

Making it better by making it happen. RESPONSIBILITY POSITIVITY RESPECT ABOVE + BEYOND
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

YOU ARE SUCCESSFUL WHEN

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

• 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.

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

• 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 requirements.
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| Making travel and accommodation arrangements for the Chief Executive and taking/collecting visitors/managers from the airport or other locations when indicated. | • 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. |
| The provision of information to the office of the City Solicitor | |
| Events Committee Administration | • 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. |
| 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. | • Invitations are attractive, professional and sent in a timely manner.  
• RSVPs are followed up.  
• Catering and refreshments ordered are appropriate for the event. |
| Special Projects | |
| Coordinating and organising civic events. E.g., Citizenship Ceremonies, Civic Awards, staff functions. | • 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. |
| 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 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. |
| Teamwork | |
| Working together as a team to get the job done | • Training and development needs are identified, agreed with direct line manager and implemented annually. |
| Professional Development – self | |
| Identifying areas for personal and professional development. | • 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. |
| Civil Defence Emergency Management | |
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.

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**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                                         Date

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Manager                                          Date