**POSITION DESCRIPTION**

**Executive Assistant / Office Manager**



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| **WHO ARE WE? - KO WAI MĀTOU?** |

*Te Pūtahitanga o Te Waipounamu represents the convergence of the rivers of Te Waipounamu bringing sustenance to the people, and reflects our founding value of whanaungatanga. It is also an acknowledgement of the centrality of whakapapa to whenua and whānau connections that bind us together in a shared future. The collaboration illustrates that whakawhanaungatanga, kotahitanga and whānau self-determination are the foundations of strong and sustainable communities.*

Te Pūtahitanga is an entity formed on behalf of the nine Iwi of Te Waipounamu for the sole purpose of realising the transformation potential of Whānau Ora by serving as the Commissioning Agency for the South Island. This partnership builds on five years of strengthening collaboration amongst the Iwi of Te Waipounamu and is anchored in shared commitments to whānau as the building blocks of our communities.

The Commissioning Agency model will contribute to realising the power of Whānau Ora by developing strategies based on four principals:

• Kotahitanga – collaborative approach to integrated solutions

• Kāinga focused – local level solutions by the people for the people

• Panoni hou – innovative approach to distinctive pathways

• Kōkiritanga – collaboration with partners

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| **WHĀNAU ORA APPROACH – KAUPAPA** |

Te Pūtahitanga o Te Waipounamu has seven principles which reflect our values and underpin our commissioning approach in the following ways:

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| Principles | Action |
| *Ngā Kaupapa Tuku Iho* | Recognising that beliefs and values guide whānau behaviour and response. Reflecting these values through providing opportunities for whānau to express them; i.e. method of encounter, whakautu and manaakitanga between whānau and service. |
| *Whānau Opportunity* | An acceptance that all whānau have strengths and recognising how leadership is expressed so that opportunities for action and change are leveraged from within the whānau. Engagement and contribution is enabled.  |
| *Best Whānau* *Outcomes* | Joint planning with whānau assisting them to identify the outcomes that they need from existing services in the community and acting as a navigator to bring these resources to them. Includes whānau-selected measures of success. |
| *Coherent Service* *Delivery* | Integrated service planning as an outcome of whānau identified outcomes ensuring that services are seamless and enabling of these outcomes. |
| *Whānau Integrity* | All whānau are treated with the respect and integrity that is their legacy as Māori. Whānau provided with the opportunity and support to determine their outcomes.  |
| *Effective Resourcing*  | Respecting whānau integrity and coordinating the level of resources that is required to achieve their self-determined outcomes. |
| *Competent and* *Innovative Provision* | Identifying the strength that is often latent or covered over by circumstances and working with this to support whānau to move from crisis to a state of moemoeā.  |
| Position Title: | Executive Assistant / Office Manager |
| Organisation: | Te Pūtahitanga o Te Waipounamu |
| Date: | February 2019 |
| Location: | Christchurch |
| Reporting to: | Pouārahi; Chief Executive– Te Pūtahitanga o Te Waipounamu |
| Direct Reports: | Nil |
| Nature and Term of Employment: | Full time fixed term |

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| Internal Relationships | * All employees of Te Pūtahitanga o Te Waipounamu
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|  | * All employees of affiliated providers and organisations.
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| External Relationships | * The nine iwi of Te Waipounamu;
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|  | * Participants in the Te Pūtahitanga o Te Waipounamu funding application process;
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|  | * Sub-contracted entities in Te Whenua Taurikura (hub)
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|  | * Whānau in Te Waipounamu;
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|  | * Whānau Ora entities
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|  | * Courier and Postal Services;
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|  | * Travel Consultancies;
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|  | * Office and Stationery Suppliers;
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|  | * Catering and Other Suppliers;
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| **WHAT IS THE PRIMARY FOCUS OF THIS ROLE? - TE AROTAHI MATUA** |

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| This position will provide seamless administrative and executive support to the team of Te Pūtahitanga o Te Waipounamu. This role will also provide support to the Pouārahi / Chief Executive, the sub-contracted entities of Te Whenua Taurikura, as well as provision of administration across the hub |

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| **Key Accountabilities - Ngā Kawenga Takohanga** |

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| **Chief Executive Support** | * Provide effective time management of the Pouārahi; ensuring there are quality travel, meeting, and personal times. Manage any meeting clashes.
* Manage all travel arrangements for the Pouārahi, (domestic and international) including booking of rental cars and provision of other itinerary specifics if required
* Perform relationship management of both internal and external stakeholders (e.g. consultants, suppliers, customers, Board, whānau)
* Screen incoming calls, making notes of essential information and prioritising the calls to be returned by the Pouārahi. Manage any requests for meetings.
* Manage and prioritise the Pouārahi email traffic, replying to the non-priority emails for the Pouārahi as requested.
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| **Financial Administration** | * Provide minimal financial administration support to the Information analyst.
* Ensure all delegated financial authorities are adhered to.
* Collation and coding of all invoices.
* Provide financial analysis/reporting as required.
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| **Governance Support** | * Provide support to the Board Secretariat to coordinate and organise board meetings of the Te Pūtahitanga o Te Waipounamu GPL and Te Taumata Boards.
* Peer review of Board papers
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| **General Administration** | * Support the Te Pūtahitanga o Te Waipounamu team in their work through the development, enhancement and delivery of high quality, efficient administration services that support the daily operations of the organisation.
* Provide secretarial support including all meeting agendas, attendee management, minutes, correspondence, proof reading and critique of all documents as required; and PowerPoint presentation creation
* Co-ordination of hui as required.
* Bookings and catering for meetings undertaken as required.
* Travel co-ordination and bookings as required.
* Photocopying, emailing and scanning is completed as requested.
* Inward mail is distributed to staff (including fax messages) on time and accurately on a daily basis.
* Outward mail is collected and despatched in time for courier pickup at the end of each day.
* Manage procurement of any office supplies doing due diligence to provide cost effective options. Negotiate rates within delegated authority levels for the purchase of goods and services.
* Assist with set up and clean-up of meeting rooms as requested.
* Answer general incoming phone calls and take messages as required.
* Receiving courier deliveries and notifying recipients, and arranging for packages to be picked up from reception.
* Updating and recording photocopier use.
* Provide manaaki to all manuhiri (visitors).
* Liaising with staff regarding daily movements.
* Ordering supplies of printed publications.
* Passing on phone messages and returning calls on behalf of others as required.
* Monitor website, collate and disseminate information/requests received via website as appropriate.
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| **Attraction, Recruitment and Selection** | * Liaise with the Pouārahi / Chief Exective to coordinate recruitment processes
* Update position description templates
* Liaise with website providers to advertise roles on the Te Pūtahitanga website with a corresponding online application form for each role.
* Provide administration support as required. Travel co-ordination and bookings as required.
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| **Customer Service** | * Ensure internal and external colleagues, customers, service providers and others are dealt with in a considerate and respectful manner at all times.
* Requests are handled efficiently and effectively, within reasonable timeframes.
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| **Facilities Management** | * Arrange internal relocations, office relocations and coordinate with facilities service providers such as ICT and telecommunications providers.
* Office equipment is maintained and serviced and sufficient supplies are in stock to ensure effective operation.
* Ensure Health and Safety policies are maintained within the office.
* Liaision and support across Te Whenua Taurikura (10 Show Place)
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| **Document Management** | * Document storage and retrieval according to standardized protocols.
* Assisting with photocopying and collation of documents.
* Responsibility for mail outs, including stamping and postage of mail/letters/ publications.
* Maintain a general overview of the shared computer drive; archiving documents as appropriate. Produce documentation in accordance with standard templates and agreed protocols.
* Ensuring all draft documents are destroyed or shredded to preserve confidentiality and data integrity.
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| **Document Production**  | * Producing documentation in accordance with standard templates and agreed protocols and final word-smithing of all documents.
* Ensuring Te Pūtahitanga o Te Waipounamu branding is consistently and accurately reflected in all documentation that is produced.
* Produce documents, minutes/notes of meetings, supporting documents and correspondence for internal and external business.
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| **Health & Safety** | * To participate in ensuring the consistent implementation of the Te Pūtahitanga o Te Waipounamu Health and Safety strategy, by ensuring the work environment is safe for staff and the public, and effective mechanisms are in place and adhered to which monitor Health and Safety compliance.
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| **Additional Duties as Required** | * Any other duties of a similar type required by the employer.
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| **Experience - Ngā Pūkenga** |

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| * A minimum of five years office administration experience working at a senior administrative level.
* Experience working autonomously in a sole charge office environment.
* Financial Administration experience in a funds management business.
* Communications experience, including skills in social media and website management.
* Use of Microsoft Office applications, with internet search and general database skills an advantage.
* A working understanding of kaupapa Māori within an organisational setting.
* Good written and verbal communication skills.
* Attention to detail.
* Accuracy.
* Ability to multitask and prioritise workflow as it arises.
* Experience in a corporate environment.
* Secretariat experience useful, but not required.
* Use of office equipment such as fax, printers and photocopiers
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**Disclaimer**

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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| **Pouārahi / Chief Executive**  |  | **Executive Assistant / Office Manager** |  | **Date** |

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the Te Pūtahitanga o Te Waipounamu. It is acknowledged that in order to remain current, regular amendments will be required.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with the Pouārahi to provide clear goals and objectives, against which individual performance will be managed.