

POSITION DESCRIPTION

Position	Te Taurima (Executive Assistant)	
Team	Te Taituarā	
Reporting to:	GM Corporate	
Job Purpose:	<p>Te Taituarā team (Support Services) aims to provide a seamless and highly efficient engine-room support team to kaimahi and whānau. This team contributes to the organisation’s strategic mission through:</p> <ul style="list-style-type: none"> • Ensuring kaimahi are provided the right tools and support to get their job done • Maintain effective performance and compliance across the organisation • Provide an interface for the public to obtain and engage in our services <p>The purpose of Te Taurima is to provide high-level administrative and executive support to the Mātaiwhetū – Chief Executive Officer and 4 x Mātaiawa – General Managers. This includes leading projects, events and providing secretariat functions to various internal and external fora.</p>	
Accepted by:	Employee Signature:	Date:
<<NAME>>		

Background

Te Oranganui is an Iwi governed Health and Social Service Organisation. Established in 1993, Te Oranganui has eight service lines and covers the iwi boundaries of Ngāti Apa/Ngā Wairiki, Te Ātihaunui a Pāpārangī and Ngā Rauru Kītahi. The eight services are;

Te Waipuna	Primary Health & Medical
Te Taihāhā	Disability Support Services
Waiora Hinengaro	Mental Health and Addictions
Toiora Whānau	Whānau & Community
Te Puawai Whānau	Tamariki & Whānau
Waiora Whānau	Health & Wellbeing
Te Taituarā	Business Unit

Vision Korowaitia te puna waiora, hei oranga motuhake mō te iwi

Mission Statement To empower whānau into their future

Values

Kotahitanga	We are working for a common cause to effect positive change for the whānau we serve.
Whanaungatanga	We acknowledge whānau are the experts in their own lives.
Pono	Our delivery and commitment to whānau, each other, and our partners is underpinned by mātauranga and kaupapa Māori.
Tika	Whānau ability to attain wellbeing is a fundamental right.

Key Result Area 1. Executive and Personal Assistance

- 1.1. Assist the Mātaiwhetū and Mātaiawa with prioritising, planning and monitoring workloads.
- 1.2. Provide exceptional administrative support to the Mātaiwhetū and Mātaiawa including travel, diary and email management, document control, general office organisation and meeting coordination;
- 1.3. Initiate first draft correspondence responses on behalf of the Mātaiwhetū and Mātaiawa where appropriate
- 1.4. Provide all relevant information and documentation available to the Mātaiwhetū and Mātaiawa prior to all meetings;
- 1.5. Provide support to Te Taituarā by collating credit card receipts and reconciliations monthly, and preparing purchase orders for signoff by the Mātaiwhetū.
- 1.6. Assist the Mātaiwhetū and Mātaiawa with contract submissions, document formatting, developing presentations and assisting with technical troubleshooting as and when required;
- 1.7. Extract and complete tasks from meetings on behalf of the Mātaiwhetū and Mātaiawa as required;
- 1.8. Manaaki Manuhiri - ensure all visitors of the Mātaiwhetū and Mātaiawa are made welcome and treated with respect.
- 1.9. Assist the Mātaiwhetū and Mātaiawa with any tasks such as technology support, ensuring resources including vehicles are kept up to date with servicing, and other resources are in a tidy and suitable condition.
- 1.10. Assist with personal errands or tasks of the Mātaiwhetū and Mātaiawa as required.
- 1.11. Manage the email inbox of the Mātaiwhetū in accordance with confidentiality procedures.
- 1.12. Maintain filing systems and databases
- 1.13. Ensure documentation is accurate and up to date.

Key Performance Indicators

- Duties completed within agreed timeframes to accurately meet requirements
- Seeks to continually improve the quality and efficiency of services provided

Key Result Area 2. Secretariat functions

- 2.1. Take minutes at various meetings (including but not limited to SMT/ELT and Ngā Kaitātaki Hauora) for the Mātaiwhetū and Mātaiawa as and when directed, ensuring to provide a clear and accurate record;
- 2.2. Maintain an accurate and tidy electronic filing system for the Mātaiwhetū and all forums;
- 2.3. Provide secretarial and administrative support to all forums as required;
- 2.4. Plan, prepare and coordinate all logistics for the forum meetings as required;
- 2.5. Support the development of reports and forum documents (agenda items) including data compilation;
- 2.6. Prepare papers prior to meetings for all forums that are inclusive of all the documents to be discussed ensuring soft copies are provided to members well in advance and hard copies are sent in accordance with the meeting schedules;
- 2.7. Ensure the Mātaiwhetū and Mātaiawa receives timely reminders and administrative support with due actions from all hui;
- 2.8. Manaaki tangata: ensure that catering, travel and reimbursements are provided for all meeting members (where required).

Key Performance Indicators

- Work in an effective and efficient manner ensuring all forums are adequately supported and tasks completed within the agreed timeframe
- Discretion and confidence maintained at all times
- Ability to maintain well-functioning multi-tasking to manage the work in a most timely, precise, effective and efficient manner

Key Result Area 3. Projects & Events

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- 3.1. Manage projects and organisation events so that deliverables are met within agreement specifications and/or organisation requirements;
- 3.2. Ensure the strategic direction of the organisation is considered when managing any project as not to jeopardise the integrity of Te Oranganui or the Mātaiwhetū/Mātaiawa;
- 3.3. Manage various strategic and operational projects from time to time delegated by the Mātaiwhetū and Mātaiawa;
- 3.4. Plan and coordinate activities, providing support as required for any medium-term projects or organisation events including the annual general meeting and other events.

Key Performance Indicators

- All projects delivered so not to jeopardise funding or reputation
- The public profile of Te Oranganui is not jeopardised when managing events of behalf of the organisation

Key Result Area 4. Relationship Management

- 5.1 Maintain positive, professional working relationships with all staff of Te Oranganui, including the senior management team, external stakeholders, funders and partners of Te Oranganui;
- 5.2 Work collaboratively and cohesively with the senior management team
- 5.3 Observe the dynamics in the office helping solve conflicts, and working from a place of common understanding
- 5.4 Network with new individuals/partners that allow you to establish and create clear communication channels;
- 5.5 Exercising the core skills required to form meaningful, interpersonal relationships;

Key Performance Indicators

- Strong relationships with all networks and staff of Te Oranganui;
- Positive feedback, dialogue and communication channels with all networks;
- Ability to take constructive feedback, accept growth and development opportunities to strengthen relationships

General Provisions

- Actively participate in Te Oranganui kaupapa activities including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.
- Uphold the principles of Whanau Ora – working across teams and functions; acknowledging the unique skills and abilities all kaimahi bring.
- Ensure you maintain an accurate and up to date understanding of Te Oranganui policies and that you uphold these at all times.
- Ensure the health & safety of yourself as well as others in your working environment, upholding organisational health and safety policies and procedures at all times.
- Proactively promote Te Oranganui in a positive light in all activities.
- Actively participate in ongoing professional development.

The above statements are intended to describe the general nature and level of work being performed by the job holder. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the job holder. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed

PERSON SPECIFICATION

Experience & Qualifications

- Tertiary level qualification (Level 6 or higher) in Business Administration or a commitment to attain one within two years
- Proven experience in a busy Executive Assistant or Senior Administration role with accountability for a wide variety of complex administration and secretariat tasks
- At least 5+ years' experience in a similar role

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Essential Skills

- Excellent administration and support skill and experience
- Minimum typing speed of 60+ words per minute with high accuracy
- Demonstrated organisational and planning ability for the successful completion of work
- Excellent Microsoft Office skills including Outlook, Word, Excel, Adobe and PowerPoint
- Strong information gathering and analytical skill
- Excellent minute taking skills
- Accuracy and attention to detail

Personal Attributes

- Commitment to whānau, hapū and Iwi
- A friendly “Can Do” attitude
- Ability to converse and understand Te Reo Māori me ōna tikanga
- Ability and willingness to work positively as a member of a team
- Discretion and confidentiality

Physical Attributes – Administration positions

- Occasional lifting up to 10 kg
- Must be able to work in an office environment
- Manual dexterity needed for keyboarding and other repetitive tasks
- Sitting for extended periods of time
- Hearing and speech sufficient to communicate with others enabling direct and telephone communication
- Visual ability sufficient to read accurately, write/record in a legible manner and perform normal duties of this position

Relationship Management

- Establish and sustain positive working relationships with people at all levels within the health and wellbeing public, private and voluntary sectors.
- Have the ability to establish and utilise already established professional networks as part of the Te Taurima role

Other Requirements of this Position:

- Current clean, NZ full driver’s license
- Must be able to pass Te Oranganui’s background check process