

Whakaaturanga Mahi – Job description

Job details	
Job title:	Executive Assistant
Reports to:	Executive Manager, CE Office
Direct reports:	Nil
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Executive Manager, CE Office C-Suite Executives Tier 3 Managers All staff
<i>External:</i>	Disability Support Services, Ministry of Social Development ACC Health New Zealand Te Whatu Ora Suppliers, sub-contractors, vendors and service providers External contractors/consultants Disabled people and their whānau
Location:	Palmerston North

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand (**Enable**), we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

This role will provide efficient, high quality and customer-focused executive assistance to Enable New Zealand's Executive Leadership Team, comprising the Chief Operations Officer, Chief Experience & Engagement Officer and Chief Technology Officer. The position is expected to exercise considerable independence and judgement, responding to questions, making decisions and co-ordinating the



activities of others within parameters, in order to facilitate the delivery of services on behalf of our funders and the disabled community, and will contribute and participate in continuous improvement initiatives.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Chief Officer Administration Support	• Provide Executive level support to the Chief Operations Officer (60%), Chief Technology Office (20%) and Chief Experience and Engagement Officer (20%) by: • Organising travel and accommodation as required • Ensuring each Chief Officer is well-prepared for key activities and has all documentation/background information prior to meetings • Triage email inboxes and ensure urgent correspondence (internal and external) is brought to the attention of the Chief Officers • Implement document management efficiencies to ensure documents are filed and easily accessible at all times • Use of MS suite to produce quality documentation, including presentations as required • Collect, collate information for regular reporting (Board, ELT), wordsmith and ensure reports are presented to highest standard • Respond to and draft correspondence as required, on behalf of the Chief Officers • Be 'eyes and ears' for the Chief Officers • Provide support to relevant meetings including creation of agenda, procuring papers and pack distribution, and attend meetings and take minutes/notes as and when required • Schedule regular catchups and planning days between Chief Officers and their direct reports • Facilitate meeting/function arrangements – venue, catering, travel • Investigate matters for the Chief Officers, identifying solutions and making things happen • Provide support and cover for other administrators within the organisation when required • Create Purchase Orders and process invoices and reconcile monthly credit card transactions
Customer Relationship Management	• Develop and maintain mutually respectful internal and external relationships to enhance our customer service and reputation

Key objectives	Responsibilities
	- Willingly provide assistance and service to stakeholders as required - Assist the team to respond to concerns, complaints and compliments received for response within set timelines
Continuous Improvement	- Identify improvements to enhance customer service, including development and implementation as required - Champion and role model customer service across the organisation - Work with relevant teams within the organisation to implement improvement initiatives as required, including project administration
Standards of work and conduct	- Participate in relevant training programmes as directed or as requested and approved - Actively participate in assessing own performance as part of regular and annual evaluations with your People Leader
Professional development	- Participate in relevant training programmes as directed or as requested and approved - Actively participate in assessing own performance as part of regular and annual evaluations with your People Leader
Health, Safety, and Wellbeing. Apply HSW knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation	- Is familiar with all policies and procedures as they affect the work environment. - Ensure that safe working procedures are practised, and no person is endangered through action or inaction. - Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. - Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Skills, Experience, and Attributes

Essential (Technical Skills)

- Well-developed organisational skills and attention to detail
- Considerable experience working for a senior executive/s in a complex and/or busy environment, and where confidentiality, judgement and discretion are paramount
- Proven advanced computer literacy skills in Microsoft Word, Excel, Powerpoint, Teams, Outlook
- First-hand experience and knowledge of EA principles and practices, including ability to juggle competing demands and multi-task
- Ability to prioritise, forward plan, cater for contingencies and make sound judgements and decisions
- Demonstrated ability to foresee problems and prevent/mitigate them where possible
- Produce and deliver quality results, committed to achieving quality outcomes on time
- Flexible, adaptable and able to work under pressure and meet constantly changing demands and deadlines
- Able to deal effectively with conflict and adjust own style to achieve desired outcomes
- Self-starter, proactive problem solver
- Strong decision-making skills ability and well-attuned judgement
- Reflective listener, accurately interpreting meaning and taking actions that reflect complete understanding of the message communicated.

Essential (Communications Skills)

- Well-developed interpersonal skills, with advanced written, oral and interpersonal skills
- Able to express ideas and relay information in a confident manner
- Attention to detail, presentation layout and accuracy

Desirable

- Relevant tertiary qualification in business administration and/or public sector
- Experience in working in the health and disability sector
- Experience working in the public sector
- Advanced technology skills – eg, supporting videoconferencing equipment and software, workflow management software etc
- Financial acumen

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.