

Executive Assistant

Horopaki | Context

Kaunihera Taiao ki Waitaha (Environment Canterbury) is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

Aronga | Purpose

The purpose of this role is to support the Executive Leadership Team (ELT) member (Tier 2) with managing administrative and operational tasks, facilitating a variety of workflows, and supporting key relationships to ensure the ELT member's time is used strategically and efficiently.

Ngā Haepapa | Accountabilities

Executive Support and Administration

- Maintain an understanding of the deliverables, priorities, subject matter experts, and key areas of work and how they connect with aligned work across the organisation and use this knowledge in the performance of key accountabilities for this role.
- Be the first point of contact in the absence of the ELT member for all enquiries requiring discretion and political nous.
- Coordinate and manage the process for drafting correspondence and papers, including council briefing papers, ELT papers, presentations, speech notes, etc, on behalf of the ELT member, reviewing for clarity and tone, and ensuring that it makes sense from a reader perspective.
- Ensure the ELT member is fully prepared and briefed for meetings. This may include ensuring any previous meeting actions have been completed, sourcing and supplying additional/supplementary information by sequencing feedback and actions from previous meetings, using acumen to make connections to relevant information from other pieces of work, providing background information on attendees, flagging potential political sensitivities, as well as document preparation.
- Ensure documents, presentations, reports, newsletters and other materials are prepared in accordance with the organisation's Communications Standards, writing guide and organisational tone of voice and in the most appropriate format, and present for signing/decision, as required.
- Manage the response to external correspondence, including complaints received by the ELT member, ensuring timeframes, process and response meet organisational procedures, and risk is identified and mitigated, and relevant other parties across the organisation are consulted as appropriate. Draft responses as required. Manage any learnings from the process.
- Support the ELT member to respond to a LGOIMA request, by coordinating contributors, collating information and data as needed, and assembling, editing and formatting documentation. Ensure the LGOIMA processing workflow is completed within statutory timeframes.
- Act as coordinator for meetings the ELT member leads and Chairs (internal, external and where applicable, joint partnership ventures), including liaising with members and attendees, arranging venues, preparing agendas, taking minutes, preparing action lists from meetings, sending action reminders, and collating, distributing and uploading tabled papers and presentations for speakers.
- Manage and track the ELT member's correspondence to ensure all documentation and communication is professional, produced to high standards, delivered to the recipient in a timely manner, and stakeholder relationship system records are kept up to date.
- Make and coordinate travel bookings ensuring arrangements are such that they make the best use of traveller time, are cost effective and the traveller is fully informed of the arrangements and any changes.
- Provide cover and support to other Executive Assistants, as required.

- Provide cover for the Senior Executive Assistant to the Chief Executive or Chair, if required.

Time Management

- Maintain awareness of high priority issues for the ELT member, their duties and commitments. Use initiative and experience to assess situations and engage appropriately with a diverse range of people who contact the ELT member over a wide variety of activities and issues using multiple channels, including in person.
- Actively contribute to the effective management of conflicting priorities by managing the ELT member's diary and email, understanding the ELT member's preferences and priorities, using judgement and political nous to action and triage as appropriate. This comes with full autonomy to accept or decline meetings, and to respond to email as appropriate.
- Liaise with internal and a diverse range of external stakeholders to address potential conflicting time priorities and negotiate an effective outcome.
- Maintain a clear understanding of organisational and group/section priorities, issues, opportunities, and risks, together with a sound knowledge of key external relationships.
- Effectively manage competing priorities by monitoring the ELT member's email inbox and diary, assessing, answering and promptly forwarding messages as appropriate and agreed, preparing responses and alerting the ELT member to matters that require their urgent/prompt attention as well as matters that are sensitive or politically volatile.
- Action, escalate, or re-direct a wide variety of enquiries, correspondence, or complaints, ensuring matters are responded to appropriately or referred to the appropriate person(s) for attention/resolution, and keeping the ELT member informed as appropriate.
- Liaise with the appropriate people to ensure assigned actions are completed within agreed timeframes and all relevant information is prepared and available.

Process, Systems and Records Management

- Keep knowledge current of, and comply with, the Council's systems, policies, and procedures and with relevant legislation.
- Constantly look for ways to improve processes and procedures, working across the group and organisation to develop and utilise systems, tools, and templates to maximise efficiency and effectiveness of time and resources.
- Develop and maintain both short- and long-term workflow management systems, including a yearly operational calendar of ELT member's key deliverables, to proactively manage yearly operational, partnership, project and initiative deliverables as well as short term workflow management which can include triage of Chief Executive and Council requests, LGOIMA requests and responses.
- Generate purchase orders in alignment with Council policy and system requirements; process, monitor and reconcile expenses in a timely manner. Ensure appropriate information management

practices and confidentiality; copies of documents are made, filed and/or circulated in accordance with organisational procedures.

Event Coordination

- Organise and coordinate multi-party functions, events, conferences and offsite meetings initiated, chaired or hosted by the ELT member including arranging venues, catering, information and equipment.
- Respond to requests for ELT member attendance, understanding the purpose of the event and the ELT member's role and brief them accordingly. Coordinate arrangements for ELT member to attend event, fully brief ELT member and support participation activities ensuring the ELT member is fully prepared for the event.
- Work with other Executive Assistants, Personal Assistants, Business Support Coordinators, and/or events focused kaimahi in Communications and Engagement team/s to schedule and manage preparations for seminars, workshops, office functions, meetings, and site visits, including arranging venues, catering, information, and equipment.

Recruitment and Onboarding Support

- Provide support for recruitment processes, usually for roles reporting to the ELT member, including coordinating panels, preparing interview documentation as needed, and managing timeframes and candidate care.
- Design/support onboarding in conjunction with the ELT member, to ensure new direct reports are fully inducted and enabled to maximise their effectiveness and their engagement with the organisation.
- Work with People, Safety and Wellbeing, the Chief Executive (CE) and Senior Executive Assistant to the CE to coordinate onboarding if your ELT member is newly appointed.
- Support the ELT member with personnel related matters, cognisant of the sensitivity and confidentiality in these situations.

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.
- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations, you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Accountable to the ELT member to deliver executive assistant and business administrative support.
- Collaborate with similar roles in both the section and organisation-wide to ensure alignment of priorities, work programmes, policies, consistency of approach and continuous improvement of processes and system support for these to deliver the best results.
- Provide information, clarification and build strong relationships of trust with Executive and Senior Leadership team members.
- Provide agreed and/or ad hoc administrative and secretarial support to the ELT member's direct reports.
- Provide cover for other Executive Assistants, and the Senior Executive Assistant to the Chief Executive or Chair, when required.
- Provide mentoring and guidance to Personal Assistants and Business Support kaimahi, when required.

Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha Canterbury and Te Rūnanga o Ngāi Tahu.
- Demonstrate Council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Maintain regular contact and liaison with external partners including regional Chief Executives, Mayors, Rūnanga chair or representatives, central government representatives, Joint Venture partners and associated Executive Assistants and Personal Assistants to facilitate communications, arrangements, and agreements.
- Maintain contact and cultivate trusted relationships with a variety of external organisations and individuals including those in central government, other local and territorial authorities, key stakeholders, and Ngai Tahu representatives.
- Acknowledge and respond to a wide variety of enquiries and complaints from the public, stakeholders, business and sector partners, delegated Rūnanga representatives.

Ngā Herenga Motuhake | Special Conditions

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

May be required to work outside of the normal working hours from time to time.

Overnight stays may be occasionally required while providing support across the region.

Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- A minimum of a tertiary qualification in relevant area e.g. business administration diploma level 6, or equivalent level of experience is required.
- A current full drivers' licence is desirable.

Mātau ā-wheako | Experience

- At least 5 years' experience in a Personal/Executive Assistant role supporting Senior or Executive Management, with experience in a complex environment, preferably within local government.
- Strong time management skills with an ability to prioritise and calmly manage multiple urgent and sensitive tasks, and at times volatile, sensitive or emotive situations while working within a high paced and demanding environment.
- Demonstrated integrity, maturity and wisdom to enable an effective working style within a political organisation.
- A high level of discernment, situational awareness, confidentiality and political acumen, with an ability to see the bigger picture and quickly make connections.
- Proven strong interpersonal skills and the ability to communicate effectively across a diverse range of people including councillors, senior management, staff, Ngāi Tahu representatives, sector and business partners, community members and stakeholders is essential.
- Advanced knowledge of, and demonstrated competence in, Microsoft Office programmes.
- Experience with agenda setting and meeting management software and an aptitude towards picking up specialised systems quickly.
- Highly developed business support and organisational skills with strong attention to detail, and ability to maintain a high level of accuracy in all work areas.
- Strong verbal and written communication skills including a proven ability to draft letters, reports, etc.
- Competency in te reo Māori me ōna tikanga is an advantage.

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Team Member level sit beneath each of the following organisational competencies. To identify the competency expectations at this level, view the competency framework in the P&C Kete.

Customer Focus

Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.

Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the incumbent will be required to accept and carry out other duties.

Grade
15

Position Code
113

Last Updated
August 2025

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name: _____

Waitohu | Signature: _____

Rā | Date Signed: _____

