

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Senior Executive Assistant to Chief Executive
Group:	Chief Executive Office
Reports to:	Chief Executive
Location:	National Office, Wellington
Direct Reports:	No
Budget:	No

## PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## OUR ORGANISATION

### About us

Oranga Tamariki—Ministry for Children is dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

### Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

### Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

### Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

## The Oranga Tamariki way



## POSITION PURPOSE

The Senior Executive Assistant to Chief Executive will be an experienced and highly skilled executive administrator, who will be well positioned within the Ministry to assist in achieving its overarching strategic and operational objectives and improve collaboration across Oranga Tamariki business groups.

The Senior Executive Assistant to Chief Executive will be a recognised expert able to deliver highly confidential, high level and proactive executive support to the Chief Executive– from performing various functions to being delegated many accountabilities at the Chief Executive’s discretion. Duties performed require absolute confidentiality, political savviness, initiative, as well as good judgement and an ability to anticipate needs and problem solve independently.

The Senior Executive Assistant to Chief Executive will create a highly effective, proactive, and organised office environment to ensure the Chief Executive’s responsibilities are carried out in a timely and efficient manner. The role will also advise and support projects that are led from the Chief Executive’s office as well as managing complex diaries, coordinating meetings, preparing documentation, and acting as a trusted advisor and gatekeeper.

The Senior Executive Assistant to Chief Executive is a coach and mentor for the other Executive Assistants across Oranga Tamariki and can have courageous conversations both within the Ministry and across the sector.

### Key Result Areas:

### Key Accountabilities

#### Executive Support

- Has a deep knowledge and understanding of the Chief Executive’s work commitments and priorities to assist them in meeting their requirements. This includes analysing information received to identify emerging issues, associated risks and potential solutions and ensure they are brought to the Chief Executive’s attention.

## IN-CONFIDENCE

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- Needs to display sound judgement on all issues to be able to effectively manage for and on behalf of the Chief Executive.
- Manage private and confidential information, situations and issues in a manner that reflects the level and seniority of the environment.
- Maintain the confidence and trust of the Chief Executive.
- Confidently interact with Te Riu to execute on behalf of the Chief Executive.
- Work with the Chief Executive's advisors to provide appropriate briefing and supporting papers to the Chief Executive for meetings and appointments.
- Maintain the confidence and trust of the Chief of Staff of the Chief Executive's Office, Deputy Chief Executives, and other Chief and Deputy Chief Executives across the sector.
- Establish relationships with senior staff across the sector, such as other Office Directors, Senior Executive Assistants, Executive Managers and Chief Executives.
- Pro-actively manage diaries, travel, meetings, and logistics effectively and efficiently to allow the Chief Executive to undertake the requirements of their role.
- Make appropriate decisions on behalf of the Chief Executive within relevant protocols and policies. Decisions are made in a timely manner, sometimes with incomplete information and under deadlines and pressure, where your sound judgement skills will come into play.
- Will be politically savvy and demonstrate sound knowledge of Machinery of Government and public sector processes and systems.
- Prepare papers and briefings for the Chief Executive allowing adequate time for reading, and draft reports on areas in which they need further advice and ensure storage and distribution of all confidential papers in accordance with Ministry policies, processes, and systems.
- Build the capability of Executive Assistants across the organisation. Promote the right attitudes and behaviours that contribute to the overall culture of Oranga Tamariki, respecting our obligations to te Tiriti o Waitangi.
- Maintain technical proficiency regarding information technology and management systems and continue to build knowledge about Oranga Tamariki and its policies, practices, and procedures.
- Organise and arrange domestic and international travel for the Chief Executive, ensuring the arrangements meet their requirements. Including financial signoff, compiling the agenda/run sheet, liaising with travel partner and stakeholders.
- Stringent itinerary management, especially relating to Chief Executive visits, ensuring the reputation of the Chief Executive is

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upheld by spending adequate time with sites, partners, NGOs etc. while juggling significant time constraints.

### **Strategic Partnering**

- The Senior Executive Assistant to Chief Executive will work closely with the Advisors and Chief of Staff, office of Chief Executive to ensure that the Chief Executive is well supported, the office runs smoothly, and that the Chief Executive has the advice they need to carry out their duties.
- Partner with Te Riu to ensure they are able to meet commitments and responsibilities on behalf of the Chief Executive.
- Creates and atmosphere of trust allowing confidential information to be shared in a safe environment and is known and available to seek advice from.
- Offering a sounding board or advice, and the solicitation of advice where appropriate, to enable the Chief Executive to successfully carry out their commitments and responsibilities.
- Keep up to date with relevant issues and developments which may impact on the Ministry and partner with the Chief Executive Advisors and Director to ensure the Chief Executive is alerted and provided with adequate advice in which to respond.

### **Advisory and Business Support**

- Assist the OCE Advisors, Chief of Staff, and Chief Executive to deliver on the Ministries accountabilities.
- Identify, develop, and implement changes and improvements to systems and processes to enhance service and performance.
- Advise on, support, and manage specific projects as required within the Chief Executive office.
- Exercise sound judgement in identifying events, risks and issues to prioritise these for and on behalf of the Chief Executive including alerting the CE of emerging risks related to media, Ministers and their Offices, and Oranga Tamariki staff.
- Build knowledge of the key issues and work programmes across Oranga Tamariki and ensuring you are across the Chief Executive's priorities.
- Monitor correspondence and assign queries to the most appropriate Advisor or Deputy Chief Executive and identify and draw attention to important and urgent tasks. Includes setting clear objectives and timelines for information requests. Monitor progress of resolution and follow up/escalate as appropriate.
- Draft correspondence on behalf of the Chief Executive.
- Assume ownership of internal processes for the smooth workflow of information to the Chief Executive.

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### **Leadership**

- Coach, role model and support Executive Assistants across Oranga Tamariki, sharing best practice, and ensuring there is high performance across the team and that capability matches the needs of leaders.

	<ul style="list-style-type: none"> <li>- Maintain focus and collaboration across Oranga Tamariki, remaining connected and a line of support provided for current and incoming EA's.</li> <li>- Reflect the Chief Executive vision and principles to the organisation and stakeholders.</li> <li>- Partner closely with the Chief Executive to enable them to achieve their goals and priorities.</li> <li>- Champion a high level of both client and people centricity.</li> <li>- Demonstrate credibility, integrity and loyalty with colleagues and peers.</li> <li>- Encourage and motivate people to work together towards a common goal and achieve outcomes.</li> <li>- Build and Maintain knowledge and understanding of the business and principles of Oranga Tamariki to provide leadership and assistance to our Chief Executive, Chief Executive office, Deputy Chief Executives and Executive Assistants.</li> </ul>
<b>Finance Support</b>	<ul style="list-style-type: none"> <li>- Administer financial and purchasing processes on behalf of the Chief Executive and monitor expenditure against budget as required.</li> <li>- Provide assurance of accuracy financial reports on behalf of the Chief Executive.</li> <li>- Assist the finance team and Chief Financial Officer as required with queries regarding Chief Executive expenditure.</li> <li>- Upload Chief Executive expenses into myFinance as per PSC guidance.</li> <li>- Apply financial accountability and management of the Chief Executives cost centre where required.</li> <li>- Administer proxy delegation for the Chief Executive, where required, to approve invoices and receipting of goods in myFinance</li> </ul>
<b>Human Resource Support</b>	<ul style="list-style-type: none"> <li>- Support and administer the recruitment process on behalf of the Chief Executive to ensure high quality candidate experience and positive outcomes.</li> <li>- Liaise with People and High Performance group to coordinate secondments, allowances and leave to maximise the Chief Executive's time.</li> <li>- Help manage and facilitate the recruitment processes of senior executives and maintain a high degree of trust and confidentiality related to recruitment.</li> <li>- Ensure employee information is stored securely and only disclosed to those with appropriate authority to protect privacy and confidentiality.</li> <li>- Work with Chief Financial Officer and General Manager People &amp; High Performance to manage and reconcile employee reports for the group to ensure records are accurate, escalating any issues.</li> </ul>

	<ul style="list-style-type: none"> <li>– Provide assurance of accuracy of HR reporting on behalf of the Chief Executive.</li> <li>– Provide assurance of accuracy of myHR&amp;Pay system information is correct and manage any inaccuracies in a timely manner.</li> <li>– Administer proxy delegation for the Chief Executive, to approve and manage leave.</li> </ul>
<b>Stakeholder and Relationship Management</b>	<ul style="list-style-type: none"> <li>– Cultivate a network of internal stakeholders throughout the Ministry and build effective working relationships, maintain open communication channels, working collaboratively to facilitate the sharing of information and identify and mitigate risk to enhance the delivery of executive support.</li> <li>– Demonstrate credibility and integrity in all working relationships based on mutual professional respect and ethics and ensure Oranga Tamariki values underpins your relationships across the business and external contacts.</li> <li>– Establish, build, and maintain a strong network of external contacts and relationships with other agencies, organisations, and interest groups to ensure positive working relationships, building their trust and confidence in Oranga Tamariki that enhances the reputation of the Ministry.</li> <li>– Hold relationships at very senior levels across the sector.</li> <li>– Establish, build, and maintain relationships with the Ministers' Offices and their Private Secretaries.</li> <li>– Establish, build, and maintain relationships with the Deputy Chief Executive offices within Te Riu. Ensuring all relevant offices are linked into key information as it's available, in particular the Ministers' Offices.</li> <li>– Accurately reflect the requirements of the Chief Executive when communicating with relevant staff, business units, stakeholders and other agencies.</li> <li>– Coordinate with and assist other executive support colleagues so that best practice is shared, and overload situations can be managed efficiently.</li> </ul>
<b>Emergency Management and Business Continuity</b>	<ul style="list-style-type: none"> <li>– Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.</li> <li>– Participate in periodic training, reviews and tests of the established Business Continuity plans and operating procedures.</li> </ul>
<b>Cultural Competency</b>	<ul style="list-style-type: none"> <li>– Demonstrate understanding of, and commitment to:</li> <li>– Oranga Tamariki Māori cultural framework</li> <li>– Principles of Te Tiriti o Waitangi</li> <li>– Mana tamaiti, whakapapa and whanaungatanga principles</li> <li>– Knowledge and understanding of tikanga Māori</li> </ul>

**Being part of the Oranga Tamariki team**

- Actively and positively participate as a member of the team
- Proactively look for opportunities to improve the operations of Oranga Tamariki
- Perform any other duties as needed by Oranga Tamariki
- Comply with and support all health and safety policies, guidelines and initiatives
- Ensure all incidents, injuries and near misses are reported into our H&S reporting tool
- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known
- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct
- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

## KEY RELATIONSHIPS

**Internal**

- Te Riu and Senior Managers
- Wide range of managers and staff on specific issues

**External**

- Wide range of external stakeholders on specific issues, central agencies, other Executives and other government agencies

## QUALIFICATIONS & EXPERIENCE

**Qualifications**

- A tertiary qualification relating to administration is desirable but not essential.
- A clean, current driver's licence is essential and a willingness to drive the Ministry's vehicles.

**Experience/Skills**

- Proven Senior or Principal Executive Assistant experience providing comprehensive executive support to a senior leader, preferably within a large complex organisation.
- Proven ability to maintain utmost confidentiality and integrity.
- Excellent written and verbal communication skills and meticulous attention to detail in all aspects of the role.
- Proven experience of managing complex relationships, both internally and externally.
- Knowledge of New Zealand government policy processes and machinery of government.
- Advanced skills in prioritising in an often busy and complex environment and applying sound judgement when dealing with competing deadlines.
- A high level of computer literacy including Microsoft packages.

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- Experience of financial administration – understanding of Public Finance Act administration budgets and invoice/account reconciliation.
  - Advanced planning and organisational skills – the ability to set and manage objectives, deadlines, time and priorities effectively often within tight timeframes and under pressure.
  - Significant experience developing, managing and improving administration processes and procedures.
  - Advanced situational awareness skills – ability to identify potential risks and issues, evaluate information and apply discretion to make quality judgements, decisions and appropriate responses.
  - Advanced interpersonal and relationship management skills.
  - Significant experience in managing all Chief Executive Office processes ensuring compliance with legislation and Oranga Tamariki policy.
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**Attributes**

- **Integrity** – High level of integrity, diligence, and ability to build trusting relationships.
  - **Collaborative** – Facilitate collaboration and communication, through tools, and behavioural norms to improve the quality and number of collaborative discussions thereby enabling efficient completion of tasks and complex problems to be solved.
  - **Accountable** – Delivers on their promises and holds themselves accountable.
  - **Pride in delivering value** – Take pride in the development and delivery of work towards a shared goal that delivers value to the client.
  - **Ability to adapt to change** – Be comfortable with ambiguity, and flexible adapting to changing demands and priorities.
  - **Engaged** – Display a genuine interest in your team and their individual requirements around their support, care and development.
  - **Welcomes and values diversity** – Leads and contributes to an inclusive working environment where differences are acknowledged and respected.
  - **Effective change agent** – communicates and manages change well, adaptable.
  - **Authenticity** – Our people are real, pragmatic and down to earth. We are genuine in our approach, with each other and our clients.
  - **Excellence**- In everything we do- all client (external and internal) interactions
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