

POSITION DESCRIPTION

TITLE: Executive Assistant to the Deputy Mayor	VACANCY NO: <i>(applicable for recruitment only)</i>
REPORTS TO: Team Leader Business Support / Executive Assistant to Mayor	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: November 2021

Purpose of the position:

- To provide high level Executive Assistance to the Deputy Mayor
- The role is part of the Mayor's Support team and works collaboratively with other support staff within the team and wider organisation.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Executive Assistant	<ul style="list-style-type: none"> • Provide high level and professional executive assistant support by; <ul style="list-style-type: none"> • Obtaining a strong grasp of the key issues and priorities in order to assist the incumbents to be effective in their roles • Proactive diary management and support by aligning scheduling with priorities • Screening incoming mail, e-mail and phone calls, redirecting, delegating and prioritising as appropriate and with the required level of confidentiality • Provide timely and accurate word processing of correspondence and invitations as required and ensuring detailed information is made available ahead of events • Action resident enquiries as directed by the Deputy Mayor or calls received into the Mayor's Office • Informing on priority issues, researching and preparing background information as appropriate • Co-ordinating management and resolution of issues • Provide high level secretarial assistance and support to the Deputy Mayor • Meet and greet visitors for the Deputy Mayor as required • Manage disruptions to minimise impact and maintain key stakeholder relationships
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Research and coordinate a range of key projects and issues on behalf of the Deputy Mayor • Disseminate relevant information to Key Stakeholders • Maintain database of the Deputy Mayor contacts • Assist in the preparation and maintenance of procedures in accordance with Council policy and quality systems • Apply diplomacy at all times
Team Membership	<ul style="list-style-type: none"> • Be an active member of the Office of the team • Provide cover for Executive Assistant to the Mayor when required • Under guidance from others, assist at functions hosted in the Mayor's Lounge as required • Be a team player by maintaining a flexible, willing approach to ad-hoc service needs • Play an active role in identifying, developing and implementing process improvements that lead to cost savings or increased internal client satisfaction
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Business Support / Executive Assistant to Mayor	Reports to
Deputy Mayor	Executive assistance to
Other team members	Works with and supports
Group managers and their Executive Support	Liaises with
Other Council staff	Liaises with
External	Nature of the Relationship
Members of Parliament, Government Departments and Agencies	Communicates and liaises with
Senior executive assistants in external stakeholder organisations	Communicates and liaises with
Business Leaders	Communicates and liaises with
General public, visitors and guests	Communicates and liaises with

Formal Qualifications and Training	Required	Desirable
Minimum of level 5 qualification, or equivalent relative experience	✓	
Current drivers licence	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
6 years' experience as a Personal / Executive Assistant to a Senior Manager	✓	
Experience in managing senior executive internal relationships in both formal and informal contexts, as well as ability to work collaboratively with all levels across the organisation	✓	
Advanced written and oral communication skills, including letter and report writing with a very high level accuracy in spelling and grammar	✓	
Highly developed attention to detail and ability to maintain a high level of accuracy in all work areas	✓	
In-depth knowledge of administrative systems and procedures with advanced level computer skills in Microsoft Word, Excel, PowerPoint and Outlook	✓	
Highest possible levels of confidentiality, trust, loyalty and discretion	✓	
Able to handle pressure, stress and interpersonal challenges	✓	
Ability to act with speed and precision	✓	
Lateral thinking and flexible problem solving skills	✓	
Excellent relationship building and customer care skills and ability to work as part of a team	✓	
Political neutrality	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Gets to know people outside of their own team. 		
<p>Embracing Change</p> <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues through change. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:

