

POSITION DESCRIPTION

Title & Reporting Relationships	
Position Title:	Executive Assistant to the Chief Executive, Kaiāwhina Tumuaki, Chief Executive Group
Grade:	SP 15
Reports to:	Chief Executive
Financial Delegations:	This position holds a financial delegation of \$1,000 (one thousand dollars). The position holder is authorised to enter into any contracts in relation to the duties of the position up to this specified limit in accordance with the Council's procurement policy.
Direct Reports:	Nil
Purpose of Position	<p>The Office of the Chief Executive is responsible for leading Council operations in alignment with the Council's objectives and policies. The Office includes senior professional staff who exercise independent and expert judgement within their areas of responsibility.</p> <p>The Executive Assistant to the Chief Executive provides a dedicated, high-calibre executive support service that enables the CE to operate at their most effective — strategically, operationally and relationally. This role is integral to the performance of the Chief Executive Group and requires exceptional judgement, discretion, initiative and professional presence.</p> <p>The EA works in close partnership with the EA to the Mayor to ensure seamless and robust administrative support for both the Mayor and the CE, maintaining consistency and quality across the organisation's most senior offices. Increasingly, this role plays a key part in driving continuous improvement and digital efficiency within the Office of the CE, including through the thoughtful application of AI tools.</p>
Indirect Reports:	As may be required on a 'needs' basis
Internal Contacts:	Chief Executive Group Managers Governance Team Kaimahi from other Council teams EA to Mayor Mayor Elected members

External Contacts: Elected Members and kaimahi from other Local Authorities
 Local Government NZ (LGNZ)
 Taituara
 Representatives from the media
 Rate payers
 Residents
 Local Business Representatives

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, councils must be well-positioned to meet the evolving needs of communities — delivering quality infrastructure, services and regulatory functions in the most cost-effective way. This organisation is committed to being not only responsive to change, but proactive in shaping it.

Our people demonstrate our values through behaviour that is:

- Caring — we understand our customers' needs, share information openly and work as a team;
- Dynamic — we bring a can-do attitude and make things happen; and
- Effective — we deliver consistent, value-for-money services and get it right.

All staff are expected to demonstrate awareness of political sensitivities, uphold equal employment opportunities, and reflect a genuine understanding of Te Tiriti o Waitangi and its relevance to the operations of a local authority.

KEY RESULT AREAS

Key Result Area	Performance Indicators & Expectations
Executive Support & Calendar Management	<ul style="list-style-type: none"> • Provide comprehensive, timely and accurate administrative support to the Chief Executive across all aspects of the role. • Manage and optimise the CE's calendar using digital scheduling tools, anticipating conflicts, protecting strategic thinking time, and ensuring all appointments are well-prepared with relevant briefing materials. • Prepare and distribute pre-meeting briefing packs — including context, agenda, attendees and background — in advance of all key appointments. • Coordinate CE participation in Council and civic engagements, ensuring the CE is thoroughly prepared and all logistics are seamlessly managed. • Arrange business travel, accommodation and itineraries, ensuring cost-effectiveness and alignment with Council policy.
Correspondence & Communications Management	<ul style="list-style-type: none"> • Manage all incoming and outgoing correspondence on behalf of the CE, ensuring timely, accurate and appropriately toned responses. • Draft high-quality correspondence, reports and communications that reflect the CE's voice and meet the standards expected of a senior public sector leader.

	<ul style="list-style-type: none"> • Triage and prioritise communications, escalating urgent or sensitive matters appropriately. • Maintain strict confidentiality in the handling of all sensitive information and communications. • Act as a professional first point of contact for the CE's office — welcoming visitors, managing calls and ensuring a positive, respectful experience for all stakeholders.
<p>Continuous Improvement: Senior Leadership Team & Office of the CE</p>	<ul style="list-style-type: none"> • Lead the coordination and continuous improvement of Senior Leadership Team (SLT) meetings, ensuring agendas are strategically structured, relevant and circulated in advance with all supporting material. • Prepare and distribute high-quality SLT meeting agendas, reports and action summaries that reflect the CE's priorities and support effective decision-making. • Maintain a forward-looking SLT meeting calendar aligned to key organisational reporting cycles, statutory deadlines and strategic planning milestones. • Monitor and track SLT action items between meetings, providing follow-up prompts and status updates to the CE and relevant Group Managers. • Identify and implement process improvements to the administration and governance of SLT meetings — including templates, workflows and documentation standards. • Champion the adoption of AI tools (such as Microsoft Copilot or equivalent) to streamline the preparation of agendas, minutes, reports and briefings for the Office of the CE, reducing manual effort and improving quality. • Evaluate and recommend AI-powered efficiencies for the Office of the CE, including intelligent scheduling, automated drafting of routine correspondence, document summarisation, and meeting transcription and action capture. • Regularly report to the CE on efficiency gains and continuous improvement initiatives within the Office, including the impact of AI tool adoption on time savings and output quality. • Stay current with emerging local government best practice and digital tools relevant to executive support, proactively sharing insights with the CE and the EA to the Mayor.
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Build and maintain trusted, effective working relationships with the CE, Group Managers, the Mayor's office (particularly the PA to the Mayor), elected members, and key external stakeholders. • Work collaboratively and cooperatively with the Governance team, the Executive EA network and other Council staff to ensure consistent, high-quality administrative support across the organisation. • Represent the Office of the CE with professionalism, discretion and mana at all times. • Develop and maintain positive working relationships with representatives from other local authorities, central government agencies, media and the wider community.

Customer Service & Stakeholder Engagement	<ul style="list-style-type: none"> • Maintain a professional, courteous and helpful approach in all interactions with internal and external customers, reflecting the Council's values and commitment to service excellence. • Respond to queries and requests in a timely, accurate and helpful manner, directing stakeholders to the appropriate person where required. • Uphold confidentiality and exercise sound political judgment at all times.
Information & Records Management	<ul style="list-style-type: none"> • Ensure Council information is stored accurately and accessibly in the designated Electronic Document and Records Management System (EDRMS), in accordance with the Council's Information Management Policy. • Maintain organised, retrievable filing systems for all CE correspondence, reports and meeting records. • Apply sound records management practice, including retention and disposal of records in accordance with policy.
Financial Management	<ul style="list-style-type: none"> • Manage office expenditure within the delegated financial authority (\$1,000), ensuring compliance with Council's procurement policies. • Source and purchase office supplies, refreshments and stationery as required, seeking value for money. • Maintain accurate records of financial transactions and submit timely documentation in accordance with Council procedures.
Project & Event Coordination	<ul style="list-style-type: none"> • Support the planning and delivery of Council events, civic functions and ceremonies involving the CE and SLT, ensuring smooth logistics and excellent presentation. • Assist in managing assigned projects to ensure delivery on time and within budget, with regular updates to the CE and relevant stakeholders.
Teamwork & Organisational Contribution	<ul style="list-style-type: none"> • Contribute positively to the EA/EO (Executive Officer) network across the organisation, providing guidance, peer support and coaching to colleagues as appropriate. • Support relief and new staff in understanding and fulfilling the requirements of the CE support role. • Participate in organisational initiatives, working groups and improvement projects as opportunities arise. • Model the Council's organisational values — Caring, Dynamic and Effective — in day-to-day interactions and behaviours.
Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Take all reasonable steps to ensure your own safety and the safety of those around you, in accordance with the Health and Safety at Work Act 2015. • Report risks, hazards, incidents and near misses promptly to your manager and complete required documentation within 24 hours. • Observe all safety policies, procedures and use of any required protective equipment. • Support a positive and inclusive workplace culture that prioritises wellbeing.

Legislative & Treaty Compliance

- Keep up to date with relevant legislation and regulatory changes, ensuring the CE is informed of implications for Council operations.
- Demonstrate an understanding of Te Tiriti o Waitangi and its application within a local government context, reflected in day-to-day conduct.
- Be aware of and uphold equal employment opportunity principles in all workplace interactions.

Functional Key Results

Essential Competencies, Skills and Experience

Executive Support & Professional Experience

- Proven experience providing comprehensive executive support to a chief executive, director or equivalent senior leader — ideally in a public sector or local government context.
- Demonstrated ability to manage complex, competing priorities with sound judgement and composure under pressure.
- High level of political awareness and discretion, with the ability to navigate sensitive situations with tact and professionalism.

Communication & Interpersonal Skills

- Excellent written communication skills — able to draft correspondence, reports, agendas and briefings to a high professional standard.
- Confident verbal communicator with a professional and courteous manner across all channels.
- Strong interpersonal skills with a demonstrated commitment to building trusted, collaborative relationships at all levels.

Digital Literacy & AI Capability

- Advanced proficiency in Microsoft 365 (Outlook, Word, Excel, PowerPoint, Teams) and digital scheduling tools.
- Demonstrated ability or genuine appetite to adopt and champion AI tools (e.g. Microsoft Copilot, meeting transcription tools, document AI) to improve the efficiency and quality of executive support.
- Comfortable working in a digitally evolving environment and proactive in seeking technology-enabled improvements.

Organisational & Records Management

- Strong organisational skills with meticulous attention to detail and the ability to maintain accurate records and filing systems.
- Experience working with or willingness to learn Electronic Document and Records Management Systems (EDRMS).
- Ability to manage information with strict confidentiality and in accordance with relevant policy and legislation.

Values & Professionalism

- Demonstrates integrity, loyalty and a strong sense of professional responsibility.
- Commitment to the Council's organisational values — Caring, Dynamic and Effective.

- Understanding and respect for Te Tiriti o Waitangi and its application in a local government context.
- Holder of a current and valid New Zealand driver's licence.
- Flexibility to work outside normal hours when required to meet the demands of the CE's office and role.

OTHER INFORMATION

From time to time, the position holder may be required to undertake other duties in provided these are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of the Council may be required to undertake Civil Defence duties in the event of a declared emergency. Appropriate training will be provided. The Council recognises and respects the need for staff to ensure their own family's needs are also appropriately catered for in such circumstances.

Performance Review

Performance in this position will be assessed in accordance with an agreed performance plan and reviewed quarterly. The Key Result Areas set out in this position description will form the foundation of performance expectations and assessment.