

ROLE DESCRIPTION
December 2022

Title & Reporting Relationships

Position Title: **Executive Secretary to the Mayor, Governance and Legal Services Team, People and Partnerships Group**

Grade: SP 14

Reports to: Governance and Legal Services Manager

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 **The People and Partnerships Group** is made up of: Connected Communities; Governance and Legal Services; Communications and Engagement; Iwi Partnerships and Customer Engagement.

The Governance and Legal Services team is responsible for the provision of governance and legal services that meet the needs of staff and elected members, enable strong and effective partnerships between elected members, iwi and Council staff, and facilitate public participation in the democratic process.

The Executive Secretary to the Mayor is responsible for providing a dedicated administrative support service to the Mayor, Deputy Mayor and Councillors to support an effective governance function and facilitate public participation in the democratic process. The role will be required to engage with a wide variety of stakeholders and to support work across Council in a manner which demonstrates the Council's organisational values.

This role requires a professional, effective and collaborative working relationship with the Executive Assistant to the Chief Executive to ensure consistent and robust administrative support for both the Mayor and the Chief Executive is available at all times.

Internal Contacts: Governance and Legal Services Manager
Mayor
Chief Executive
Executive Assistant to the Chief Executive
Governance and Legal Services Team

Iwi Partnerships team
Deputy Mayor
Councillors
Community Board members
Group Managers
Staff from other across Council teams

External Contacts: Elected Members and staff from other Local Authorities
Local Government NZ
Mana whenua and tangata whenua
Representatives from the media
Rate payers
Residents
Local Business/Community Group Representatives

KEY RESULTS AND OUTCOMES

Functional Key Results

The role is primarily responsible for providing dedicated executive support and executive secretarial service to the Mayor and Deputy Mayor. This includes but is not exclusive to the following tasks:

- Providing comprehensive administration support across a range of tasks for the Mayor, Deputy Mayor and Councillors which is timely, accurate and professionally delivered. This includes diary and correspondence management.
- Managing the Mayor's calendar to maximise the most effective use of their time.
- Ensuring all meetings required by the Mayor are coordinated efficiently, with the provision of secretariat support as required.
- Organise travel and accommodation for the Mayor and Councillors and undertake any financial reconciliations as required.
- Provide back-up support to the Executive Assistant to the Chief Executive as required to ensure the consistent delivery of administrative support to the Chief Executive.
- Ensure a highly responsive and consistent approach to the delivery of services for unplanned and emergency obligations.
- Ensure all meetings, visits and events co-ordinated by the Mayor's office are well planned, coordinated and professionally delivered.
- Reception duties for the Mayors Office, including greeting and receiving of visitors and arranging refreshments.
- Purchasing office supplies including refreshments and stationery supplies.
- Providing friendly and professional telephone reception services ensuring that employee issues are referred to the Chief Executive.
- Receiving and ensuring that all correspondence is responded to in a timely manner. This will include:
 - drafting replies to routine correspondence for the Mayor that do not require detailed responses from a political/management perspective; and
 - coordinating the production of correspondence where detailed responses and/or reports are required.
- Following up on the Mayor's behalf on certain issues where more information or action is required. This might include researching files, gathering information from appropriate staff, tracking and monitoring requests etc. To this end you must develop and maintain a good working knowledge of the Council operations, the staff and their areas of responsibility.
- Dictation, Dictaphone and tape transcription of meeting minutes, reports and letters are accurate and delivered to a high standard within agreed turnaround periods.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organisational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Providing assistance and support necessary to ensure relief staff are adequately equipped for the role.
- Providing support to Executive Secretaries to ensure high consistent standards of service are applied across the organisation.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
- Developing positive and constructive relationships with Group Managers and other senior staff. A close working relationship is required with the Executive Assistant to the Chief Executive, Chief Executive, Executive Secretaries, Group Managers and Democracy Services staff.
- Demonstrate quality judgment and decision-making in dealing with issues from the Mayor's Office, ensuring that political, sensitive and confidential issues are handled with tact and discretion.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;

- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Strong appreciation of the role and responsibilities of senior elected officials, desirably with public sector experience working at a comparable level. This will include experience in providing a comprehensive senior secretarial service.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Good judgment and political awareness with the ability to identify and anticipate problems and demonstrate initiative in dealing with issues.
- Excellent organisational skills to be able to manage the Mayors busy calendar while at the same time being agile at all times to respond to changes and demands.
- Understanding of the need to maintain a professional image in representing the Mayor, Councillors and Council staff, with the ability to operate with a high level of discretion and diplomacy, together with a strong sense of loyalty and commitment.
- Proven ability to handle issues with tact and sensitivity, maintain high levels of confidentiality, and gain the trust of the Mayor, Councillors and senior staff.
- Effective relationship management skills with the ability to build and maintain professional, effective and trusted working relationships with internal and external stakeholders including elected officials, senior staff and members of the public.
- Excellent communication skills, both oral and written, including a professional, courteous telephone manner and the ability to prepare high-quality written material.
- High level secretarial skills, proficient in Microsoft Office suite and advanced word processing skills.
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation.
- Ability to accommodate flexible working hours (due to the nature of this position, from time to time work outside the usual office hours of Monday to Friday 8:00am to 5:00pm may be required)
- Holder of a current & valid NZ Drivers Licence.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption. The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.