



Job Description

Job Title	Senior Executive Assistant to CEO
Reports to - Ripoata ki:	CEO
Service - Ratonga:	Executive
Direct Reports - Ripoata Tika:	Nil
Location - Wāhi:	HomeGround 140, Hobson Street, Auckland CBD
Date:	July 2026

Te Tāpui Atawhai – Auckland City Mission

Background - Ko wai mātou

Te Tāpui Atawhai – Auckland City Mission supports Aucklanders in greatest need. Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all.

Since our doors opened more than 104 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others that's a complex journey with our full support.

The Mission, known as Te Tāpui Atawhai since July 2021, sees its Māori name as symbolising a commitment to understanding and addressing the impact of colonisation and contributing to the nation's healing process and acknowledging that existing economic, health, and social inequities for Māori are caused by breaches of Te Tiriti which are on-going.

Te Tāpui Atawhai is committed to upholding Te Tiriti o Waitangi, doing so is core to achieving our organisational mission and vision. Underpinning our work and foundational to our mission, vision and values as a Tangata Tiriti organisation. This commitment is demonstrated in everything we do as an organisation, and we are committed to fostering a diverse and inclusive workplace where staff feel valued and respected.

Position Purpose - Te Kaupapa o Te Tūranga

The Senior Executive Assistant to the CEO operates as a trusted senior partner and administrator to the Manutaki (CEO/Missioner), exercising independent judgement and discretion to enable the Manutaki to lead effectively across an extremely complex and demanding portfolio. The role represents the Manutaki's office to Trustees, the Directorate, Senior Leadership Team, Media, Government Agencies and Ministers, and is trusted to act on the Manutaki's behalf across sensitive and confidential matters.

The role balances strategic partnership and stakeholder representation with the hands-on, practical support of a Senior EA role — the successful candidate will be equally comfortable managing a Ministerial meeting request and picking up whatever practical task is needed to keep the Manutaki's office running smoothly.

The role combines operational and strategic responsibility — leading the development of reports and briefings, managing the Manutaki's diary and stakeholder access and management, coordinating engagements, and overseeing specific strategic and operational projects and initiatives — alongside oversight and support of the smooth day-to-day running of the Manutaki's office.

The role is part of the Emergency Management Team and acts as Lead Controller Support to the Emergency Management Team's Lead Controller in an emergency situation.

While this role is broadly 8.30am–5.00pm, there will be occasions where evening or weekend work is required, reflecting the demands of the office.

Key Responsibilities – Ngā Kawenga Matua

Executive Support & Calendar Management

- Manage the CEO's calendar, scheduling meetings, prioritising commitments, managing incoming and outgoing phone calls and making adjustments as needed
- Lead the preparation of correspondence, presentations and spreadsheets; prepare expense reports, establish and maintain electronic files
- Handle information of a highly confidential and critical nature on a regular basis, including the orchestration of reports and client/service user data
- Manage the Manutaki's high-volume email correspondence, triaging and responding on routine matters and briefing the Manutaki on matters requiring direct attention
- Prepare, proofread, and manage confidential reports, briefing documents, and presentations
- Manage access to the Manutaki, exercising judgement to balance competing demands from the organisation, Trustees, government, media and community stakeholders
- Arrange logistics (travel, accommodation, meeting planning, food and drink provision) as necessary for the CEO and Directorate as well as other members of the team as applicable.

Stakeholder & Relationship Management

- Act as the primary point of contact for internal and external stakeholders engaging with the CEO
- Manage relationships with key political, sector, and community stakeholders, ensuring timely follow-ups
- Facilitate effective communication between the executive office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff
- Build strong relationships within the organisation to ensure efficient and effective collaboration fostering an atmosphere of engagement, as well as with administrative assistants of other management team members to ensure a high performance, customer service-oriented work environment
- Support the CEO's involvement in external commitments (e.g., Te Miringa Trust, Kore Hiakai, Coalition to End Women's Homelessness)
- Request and coordinate meetings with government officials, Ministers, and high-level stakeholders.

Meeting & Event Coordination

- Organise and coordinate logistics for Directorate and Senior Leadership Team meetings, preparing agendas, minutes, and follow-ups
- Oversee logistics and communications for the CEO's speaking engagements and external appearances
- Provide on-site support for events, ensuring smooth execution and stakeholder engagement. This includes organising and coordinating catering, venue bookings and set up and event materials as needed.

Administration & Office Management

- Ensure smooth daily operations within the CEO's office
- Maintain organised records, files, and confidential documents
- Provide administrative support for financial reconciliations, expenses and reporting
- Lead onboarding and induction coordination for new senior leadership team members
- Gather and analyse data on a variety of administrative and policy matters; develop recommendations and prepares and presents related reports

- Interpret Auckland City Mission policies, procedures, laws, and regulations in response to inquiries and complaints; refers inquiries as appropriate.

Project Management/Support

- Undertake as directed by the Manutaki, the organisation, management and/or delivery of new strategic and operational initiatives and projects as they arise in the business.
- Act as backup/support to the Board Secretary role if the Board Secretary is unavailable or needs support. The Board Secretary role will also act as backup to the EA if the EA is unavailable or needs support.

Health and Safety

- Maintain a safe and healthy work environment by role modelling the Health and Safety Plan and complying with all Mission safety and legal regulations
- Act in a Lead Controller Support role for the Emergency Management Team in an emergency situation if required.

Qualifications, Experience, Knowledge and Skill Requirements Ngā Whēako – Ngā Tohu Mātauranga	
Essential - Ngā Pūkenga Nui	Role-specific - Tūranga Motuhake
The skills, experience and knowledge outlined below may be obtained from a number of different experiences. For example, from paid work, voluntary work, work undertaken within your Church, Marae, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role. If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role.	
• Commitment to actively uphold Te Tāpui Atawhai – Auckland City Mission Te Tiriti o Waitangi policy and strategy. • Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint), Teams, Sharepoint and document management systems. • Exceptional attention to detail with strong written and verbal communication skills • Prioritisation and time management skills. • A genuine can-do, hands-on attitude — willing to turn their hand to any task regardless of seniority, from strategic support through to practical day-to-day administration — with the flexibility to adapt to change. • High level of discretion and professionalism in handling confidential information. • Project Management skills. • Effective organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail. • Budgeting, record keeping, filing, and purchasing practices and procedures • Full clean New Zealand Driver’s License.	• Five to seven years + of increasingly responsible advanced clerical and office administrative experience - at least three of which must have been at the CEO/Senior Executive level. • Experience supporting multiple executive needs in a demanding, fast-paced environment. • Ability to anticipate executive needs and collect or prepare information for executive review and action is required. • Ability to manage multiple, competing and rapidly changing priorities to meet the needs, deadlines and expectations of the CEO. • Experience in the non-profit sector or working with government and/or community organisations (desirable).

Why join us? – Haere mai

Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations.

Career Growth: Access to professional development and internal career progression opportunities.

Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities.

OUR MISSION: Tō Mātou Kaupapa.

We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

OUR VISION: Tō Mātou Kitea

Tāmaki Makaurau where everyone can thrive.

OUR IMPACT STATEMENTS

- Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau.
- Everyone has access to enough good kai to sustain them and their whānau needs.
- Health care is accessible for all, including people living with the effects of trauma, mental unwellness and substance abuse.