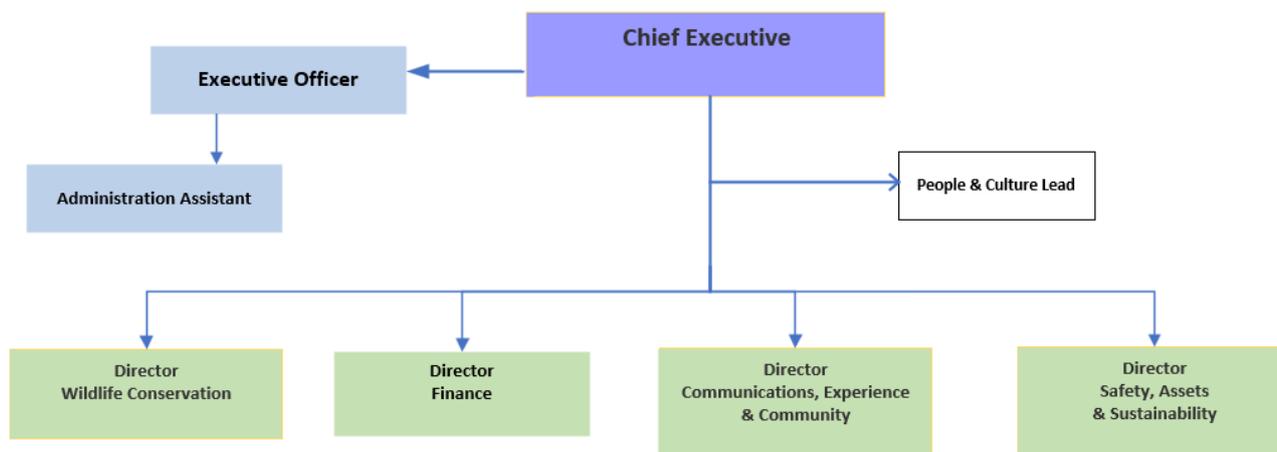


POSITION DESCRIPTION

Position Title:	Executive Officer (EO)
Responsible To:	Chief Executive
Direct Report:	Administration Assistant (0.5)
Position Purpose:	<p>The Executive Officer is responsible for providing timely and high-quality executive support to the Te Nukua Wellington Zoo Chief Executive (CE), the Strategic Management Team and plays a key liaison role between the CE and the Wellington Zoo Trust Board. Coordination of the Trust Board's activities is integral to this role.</p> <p>The purpose of the role is to maximise the efficiency and effectiveness of the Trust's CE and other senior managers and the Trust Board by providing a wide range of support enabling them to fulfil the strategic role their positions require, including research and report writing.</p>
Date:	March 2026

Organisation Context:



Important Functional Relationships:

External

- Trust Board members
- Wellington City Council Staff
- Staff of the Zoo's strategic partners

Internal

- Zoo Strategic Management Team (SMT)
- Administration Assistant
- People & Culture Lead
- Managers and Zoo staff

Committees/Groups

- Wellington Zoo Board (inc. Finance, Audit & Risk Committee)
- Animal Welfare Committee

Key Result Areas:

The position of Executive Officer encompasses the following functions or Key Result Areas:

- Executive Support
- Trust Board Support
- Relationship Management
- Leadership
- Health, Safety and Sustainability

The requirements in the above Key Result Areas are broadly identified below:

Jobholder is accountable for	
1.	<p>Executive Support</p> <ul style="list-style-type: none"> • Ensuring the Trust meets deadlines and all legal reporting requirements through coordinating the production of documents such as • Quarterly reports, Statement of Intent, Business Plan and ensuring these documents are of an appropriate standard. • Assisting the Chief Executive (CE) to meet all deadlines through ensuring all reports, schedules, and presentations (internal and external) are produced on time and to a professional standard. • Monitoring compliance with all other legal and governance requirements of the Trust. • Maintaining a rolling schedule to review all strategic documents and policy level documents and ensuring such reviews are completed by the Chief Executive, SMT and/or the Trust Board, in particular the Trust's Governance, Founding and Policy Documents which are reviewed annually. • Contributing to the development, coordination and interpretation, and regular review of the Zoo's policies and procedures, maintaining a review schedule. • Recording contracts with suppliers, partners and stakeholders, ensuring those about to expire are noted for appropriate SMT action. • Acting as the point of contact for prompt approval of documents by CE and Trust Board. • Organising Executive meetings (including SMT meetings), arranging meeting rooms, equipment and catering, notifying attendees, circulating material, collecting agenda items, drawing up agendas and taking minutes as required. • Organising other SMT events, workshops, planning days and retreats as required. • Organising visits of external VIPs, including liaising with their offices. • Effectively managing the CE's calendar: <ul style="list-style-type: none"> - on a non-conflict basis, managing competing demands, including scheduling/rescheduling meetings; - prioritising meeting requests, liaising with meeting participants and ensuring calendar is kept up to date; and - coordinating information and resources for the CE's commitments and appointments. • Drafting correspondence for Chief Executive as required. • Processing travel claims and visa reconciliations for the Chief Executive. • Handling confidential information which could have an impact on the Trust's operations, performance, or value if shared beyond its intended audience, with integrity and discretion. • Creating and maintaining up to date and relevant filing, document and records management systems for the CE and Trust Board. • Reviewing records and archives systems, both electronic and hard copy, redeveloping systems where required and maintaining them so that they remain efficient and cost effective and provide ready access to information for staff as appropriate. • Maintain Gift Register for all staff.
2.	<p>Trust Board Support</p> <ul style="list-style-type: none"> • To act as Board Secretary, managing all the administrative and scheduling requirements of the Trust Board including: <ul style="list-style-type: none"> - Setting Board Meeting schedules and calendar appointments for key Zoo events; - Agenda establishment, in consultation with the CE and Board Chair; - Coordination and distribution of Board papers - Recording meetings, drafting Minutes for Board approval, maintenance of ongoing Action List; and - Maintaining registers of Trustees' fees, interests and attendance at meetings. • Induction of new Trustees, compilation of electronic Trustee Manual. • Ensuring regular information flows to Board members between meetings.

3. Relationship Management

- Representing the CE and the Wellington Zoo Trust in a professional and congenial manner in person, in telephone conversations, and in written correspondence.
- Receiving and initiating regular outside contacts on behalf of the CE with other companies, regulators, elected representatives, charitable boards, and donors.
- Establishing and maintaining effective and co-operative internal/external relationships with key stakeholders and partners, including liaising with relevant WCC staff as required.
- Acting as a role model to Zoo staff in terms of integrity and relationship management based on mutual respect, frequent two-way communication and a no surprises approach.
- Proactively maintaining open lines of communication with CE, the SMT and the Board.
- Supporting the CE and Trust Board in maintaining a positive community profile for the Zoo.
- Managing the work of the Administration Assistant to support the Directors, and the People and Culture Lead.

4. Leadership

- Taking a leadership role in streamlining information flow process for the Zoo.
- Working collaboratively with the SMT.
- Encouraging and fostering an open, honest, and participative working environment.
- Leading by example and acting as a role model in all business activities

5. Health, Safety and Sustainability

- Ensuring any hazardous conditions, near misses, injuries and accidents are reported immediately to your manager.
- Participating in meetings, training and other health and safety activities.
- Informing the Safety Improvement Team (SIT) about any areas of concern.
- Meeting employees responsibilities and contributing to providing a safe working environment for visitors and fellow staff through following safe working instructions and adhering to all health and safety policies and procedures set down by WZT
- Commitment to and delivery of the Zoo's sustainability strategy and initiatives.
- Ensuring responsibility for reduction of emissions in line with the Zoo's ToiTū carbonzero targets.
- Contribute to a culture committed to health, safety, and sustainability.

Note: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Person Specification:

Knowledge/Experience/Characteristics

- Proven experience (3+ years) as an Executive Assistant supporting a senior executive.
- Exceptional diary, calendar and stakeholder management skills, with the ability to anticipate needs and manage competing priorities.
- Experience coordinating executive and governance meetings, including agendas, papers, minutes and follow-up actions.
- Demonstrated ability to work both independently and as a member of a team, including ability to engage the support and assistance of other people, often at short notice.
- Advanced skills in Microsoft Outlook and Word, with working knowledge of Excel, PowerPoint, Visio and Microsoft Teams
- Strong relationship-building skills, sound judgement, discretion and a proven level of integrity and trustworthiness.
- High level of attention to detail.
- Excellent oral and written communication abilities
- High degree of integrity and discretion dealing with sensitive and/or confidential information

Desirable

- Understanding of the needs of a charitable organisation.
- Appreciation of conservation issues and the role of the modern Zoo
- Experience leading or supporting another staff member