

POSITION DESCRIPTION

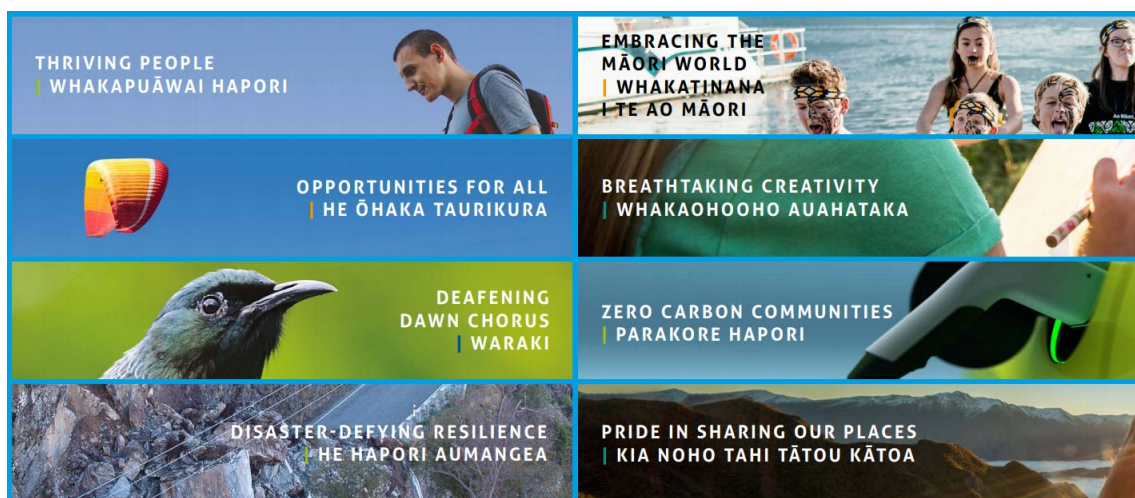
Position:	Executive Assistant/Corporate Administration Support
Department:	Corporate Services
Location:	Queenstown
Reports to:	Director, People and Capability
Date:	July 2021

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 40,750 which is projected to increase to 53,510 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the draft 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ QLDC demand projections, July 2020

² QLDC demand projections, July 2020

³ Draft QLDC Ten Year Plan 2021 - 2031

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Executive Assistant, Corporate Services, is primarily responsible for providing exceptional executive support to the General Manager, Corporate Services, ensuring their needs are met at all times. This involves diary management as required, assisting the General Manager Corporate Services with tasks as required in a timely manner, and liaising with a range of staff and other stakeholders on their behalf. The Executive Assistant will also provide high-level administrative support to those Corporate Services managers reporting to the General Manager, as required. Tasks may include booking, meeting preparation, minutes and corporate-based project support, as well as assistance with planning tasks, event co-ordination and overseeing stakeholder engagement logistics. This also includes a broader office coordination role, and provision of general support to the Corporate Services team as required. This role will manage all corporate advertising including the booking of and content of public notices.

This role requires the incumbent to be highly informed with regards to Council business and key issues across the whole organisation. A high degree of professionalism, integrity, political savvy and discretion will need to be applied, as well as the ability to develop key internal and external relationships at all levels.

The role will be called on from time to time to support the EA support roles for the CE or Mayor (ie leave management).

KEY TASKS

Executive support to the General Manager, Corporate Services, and other Corporate Managers

- Supporting diary management as required for the General Manager, Corporate Services (GM); rescheduling, prioritising and delegating where appropriate.
- Ensures the GM has the information required to attend meetings and undertake work efficiently.
- Support GM as required in the management of documents. In particular making sure that where required correspondence and emails are appropriately captured in ECM.
- The EA will also be required to acknowledge correspondence appropriately and respond in a timely manner or triaged suitably, using sound judgement.
- On occasion the EA will be required to make or screen calls and act as the first point of contact for the GM. This requires strong communication skills to deliver appropriate customer and stakeholder service.
- Coordinate and assist GM, and other Senior Managers within Corporate Services with activities/projects and office management work programmes.
- Provide executive and administrative assistance to the General Manager, Finance Regulatory and Legal as required.
- Provides a high level of administrative support including word processing, excel spreadsheets, InDesign and PowerPoint presentations.
- Arrange meetings, events and forums on behalf of the team. Ensuring meeting appointments, papers and agendas are prepared in a timely manner and distributed accordingly. The EA is also responsible for ensuring room bookings made, required technology is set up and tested, and any specific room set-ups are prepared well ahead of time.
- Assists all Corporate Services Managers with meeting minutes as required, and ensures follow up actions are completed. This includes chasing/reminding managers and other staff, in a pro-active and respectful manner.
- Provides support to Strategic Projects Manager for various current projects - liaison with internal stakeholders and external consultants/parties, meeting scheduling and purchase order & invoice processing.

Administrative Support

- Manage filing (electronic and paper based) of papers and correspondence.
- Organise travel, accommodation, training, catering and other tasks as required for the Corporate General Managers and other corporate staff as required. Ensures financial approval/receipting are carried out and logged on the appropriate Register.

- Supports corporate staff by providing information and undertaking research (including ECM searches) as required and assist with finalising the presentation of reports and documentation.
- Liaise with other departments to promote seamless processes across departments.
- Process, create and receipt purchase orders as required.
- Resolve public requests for service.
- Manage the co-ordination, booking, proofing, invoicing, development and supply of copy for advertising using InDesign to tight deadlines
- Manage advertising accounts and liaise with suppliers
- Ensures that best value for money services are achieved through procurement processes for accounts, and advantage is taken of economies across QLDC and across all-of-government contracts.
- Assists other administration-based staff, including Executive Assistants, with administration, customer service, and project support tasks as required.
- Works with the EA to the CE and EA to the Mayor to ensure ongoing support to the CE, Mayor and GM Corporate Services, as required. This includes cover for periods of leave.

Events

- Co-ordinates key corporate events. Specifically, QLDC's All Staff meeting (6 monthly) and Citizenship Ceremonies (quarterly), and central government meetings, with the assistance of other staff.

Customer Service

- Ensure a consistent customer-centric approach to all operations.
- Establish ongoing dialogues with department leadership team ensuring delivery satisfaction and value-added service.
- Ensure opportunities for department customer-centric approach and continuous improvement to all office management operations.
- Cultivate a professional and positive image for QLDC.
- Be proactive in identifying opportunities and solutions for business process improvements and assist with delivering improvements.
- Build effective partnerships and relationships based on win/win principles with internal and external parties and contactors.
- Deliver high quality customer service at all times and encourage others to do likewise.
- Is responsible for the presentation of the Council Chambers in ensuring staff and guests are able to access technology and supplies and that no sensitive materials are left following meetings.

Health, Safety and Wellbeing

- Is aware of, and ensures compliance to all legal/statutory and company requirements for health, safety and wellbeing associated with the role
- Adheres to all QLDC's Health & Safety policies and procedures
- Is actively involved in QLDC's health and safety systems
- Reports any pain, discomfort or other health & safety concerns as soon as possible

- Ensures all accidents, incidents and risks are reported using QLDC's Health & Safety reporting procedures
- Provides support as requested to the Health & Safety Manager, and effectively manages priorities to deliver within required timeframes.
- Assists with preparation of monthly H&S report, submission of H&S data for monthly highlight report, as well as H&S meeting coordination.

Emergency Management:

- Provides support to EMT Controller & Response managers where required.
- Assistance with preparation for quarterly EMT meetings, and scheduled exercises.
- Purchase order & invoice processing, vendor set up.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS**Internal:**

- General Manager Corporate Services
- Director, People & Capability
- Executive Assistants to the Mayor, CE and other Executive team members
- Executive Leadership Team
- QLDC Mayor and Elected Members
- Corporate Services Managers: Chief Information Officer; Manager, Strategic Projects, Communications and Engagement Manager, Strategy and Development Manager.
- Corporate Services department staff
- All QLDC staff

External:

- Residents and ratepayers
- Contractors and suppliers

ACCOUNTABILITIES AND DELEGATIONS**Financial Authority**

Please specify the authority to perform the following:

- *CEO Sub-Delegations Category E*

Staff Authority

- *Direct Reports - 0*

PERSON SPECIFICATION

Education

- A diploma (NZQA Level 5) qualification in business administration is required.

Experience

- 3+ years' experience in an executive/personal assistant or office management role.
- Previous experience in a local government environment is advantageous.
- Demonstrated experience in a range of desktop applications including Microsoft Office.
- Demonstrated planning and organisational skills with an excellent eye for detail.
- Ability to effectively multitask.
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines.
- Demonstrated experience in process/system improvement.
- Experience with SAP/Purchasing Officer/Invoicing processes advantageous.
- Experience with InDesign advantageous.

General

- Well-developed communication skills, both written and verbal.
- Excellent interpersonal skills. Relates well to all kinds of people.
- Current, valid New Zealand driver's licence.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Highly motivated, achievement-oriented and innovative professional.

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.

Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision