



Job Description

Job Title - Ingoa Tūranga Mahi:	Executive Assistant
Reports to - Rīpoata ki:	CEO
Service - Ratonga:	Executive
Direct Reports - Rīpoata Tika:	Nil
Location - Wāhi:	HomeGround 140, Hobson Street, Auckland CBD
Date:	May 2025

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 Executive Assistant role provides executive support to the Auckland City Mission/Te Tāpui Atawhai's Manutaki (CEO/Missioner) by carrying out a variety of support activities that enable the Manutaki to operate effectively in an extremely busy and complex role. The role entails working with complexity, confidentiality and sensitivity.

The Executive Assistant serves as the primary point of contact for all internal and external people wanting access to the Manutaki, including Trustees, Directorate, Senior Leadership Team, Media, Government Agencies and Ministers etc. The role includes developing and managing written reports on a range of matters, managing the Manutaki's diary, ensuring key stakeholders have timely access, organising and coordinating media engagements, overseeing specified special projects and carrying out generalist and administrative tasks such as managing email, correspondence, welcoming visitors and managing logistics for meetings.

The role is part of the Emergency Management Team and acts as support to the Emergency Management Team's Lead Controller when/if there is an emergency situation.

While this role is broadly an 8.30 to 5.00pm role, there will be occasions where evening work or weekend work may be required.

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
- Provides "gatekeeper" and "gateway" role, creating win-win situations for direct access to the Manutaki time and office
- Draft correspondence, create spreadsheets and presentations, 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
- Handle high-volume email correspondence, prioritising and drafting responses where appropriate
- Prepare, proofread, and manage confidential reports, briefing documents, and presentations
- 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

- Maintain organised records, files, and confidential documents
- Provide administrative support for financial reconciliations, expenses, and reporting
- Assist with onboarding and induction processes 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
- Ensure smooth daily operations within the CEO's office
- Interprets Auckland City Mission policies, procedures, laws, and regulations in response to inquiries and complaints; refers inquires as appropriate.

Project Management/Support

- Undertakes as directed by the Manutaki, the organisation or management of new 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 an Emergency Management Team (Lead Controller) Support role 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 can-do attitude and a willingness and 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/or office administrative experience, at least two of which must have been at the executive level.
- Experience supporting senior management
- 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 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.