



Position Description

Position title:	Personal Assistant	Date:	December 2023
Reports to:	General Manager	Department:	
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	
Delegated financial authority:	NA	Budget ownership:	Yes/No
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

- To provide full executive support to the General Manager (GM), assisting them with management of day-to-day workflow/activities and priorities
- To provide the GM's direct reports with assistance when required
- To be the liaison point for the GM between the wider business, management team and external clients
- Assisting the GM with ad-hoc projects concerning Hospital management and/or configuration as required

Key Relationships

Internal

- General Managers
- National Support Office employees
- EAs in the Southern Cross Group
- Executive Leadership Team

External

- Visitors
- Suppliers
- APX – Travel Agency

Key Accountabilities

Management and Co-Ordination of GM Diary

- Full utilisation of Microsoft Outlook to ensure the GMs diary is kept completely up-to-date and all meetings are recorded with the appropriate information through the understanding of priorities, anticipating requirements and keeping ahead of deadlines.
- Always Maintaining a proactive approach

Monitoring Incoming Emails to GM

- To ensure effective responsiveness to all incoming emails and to alert the GM of any matters of urgency especially during times of absence from the Hospital due to travel etc.

Preparation of Documentation for GM

- To assist with the preparation of external and internal communications/presentations as well as the formatting and overview of all papers to be submitted to the COO (Chief Operating Officer) and key stakeholders within National Support Office

Co-Ordination and Administration Assistance for General Manager

- To assist with the preparation of external and internal communications/presentations as well as the formatting and overview of all papers to be submitted to the COO (Chief Operating Officer) and key stakeholders within National Support Office

Administration Team: GM Direct Reports

- To assist with the preparation of external and internal communications/presentations as well as the formatting and overview of all papers to be submitted to the COO (Chief Operating Officer) and key stakeholders within National Support Office

Maintenance of Credit Card

- Utilisation of a company credit card and monthly reconciliation on behalf of the GM, always maintaining your discretion on spend.
- Reconciliation of the GMs and other managers (as required) credit card statements

Initial Handling of Complaints

- Always Maintaining a helpful and calm manner and establishing the best course of action for both visitor/contractor complaints that involve GM escalation

Liaison with Board Members

- Support the GM with Board requirements which may involve liaison with Board Members external and internal

Miscellaneous Tasks**Projects:**

- Able to adapt to any new projects or tasks as they occur, looking at the best way to achieve optimum results
- Management of task logs and action lists are created and reported against as required by GM
- Domestic travel by GM/Travel Agent / Preferred Suppliers:
- Ensure all GM travel requirements are organised for example, hospital visits and board meetings. Coordination/support will be required with EA of COO for all GM workshops.
- To ensure that travel co-ordinators throughout the hospitals network are kept fully briefed and adhere to policy decisions made around travel and preferred suppliers to achieve the best results
- To monitor the standards of service from suppliers i.e., accommodation, rental cars and the like and to provide relevant feedback and/or alternatives if necessary

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- Good written and verbal communication skills and personal presentation
- A mature, professional, and friendly demeanour
- Ability to maintain confidentiality, and work with minimum supervision as part of partnership
- Reliable and flexible

Personal Attributes:

- Senior level executive experience
- Good communication skills (written and verbal)
- Attention to detail with excellent planning and organisation skills
- A team player with a good sense of humour
- Flexibility with a 'can do' attitude
- Proactive and solutions-based thinking
- Flexibility in working hours
- Exercises discretion and diplomacy, always maintaining a confidential status
- Confidence to challenge when appropriate
- Comfortable with being empowered to make informed decisions
- Highly adaptable
- Personable
- Ability to manage deadlines/conflicting schedules

Leadership Attributes	
Human Centred Leadership • Empathy • Adaptability • Connection Performance Coach • Accountability • Engagement • Collaboration	Change Enabler • Execution • Energy • Contribution