



JOB DESCRIPTION

Job Title:	Secretary Ministerial Office		
Business Unit:	Ministerial Support		
Business Group:	Ministerial and Secretariat Services		
Branch:	Shared Services		
Reporting to:	Senior Private Secretary		
Location:	Parliament Buildings		
Broad Banded Grades:	Ministerial Assistant:		Grade 10
	Ministerial Secretary:		Grade 11
	Private Secretary:		Grade 12
	Private Secretary (Electorate):		Grade 12
Date Prepared:	10 March 2011		

The Department of Internal Affairs – Te Tari Taiwhenua

The new Department of Internal Affairs was established on 1 February 2011, and amalgamates the roles and functions previously undertaken by the former Department of Internal Affairs, Archives New Zealand, the National Library of New Zealand, the Office for the Community and Voluntary Sector (formerly within the Ministry of Social Development) and the Government Chief Information Office (formerly within the State Services Commission).

The Department has a unique role in nurturing the development of the country's nationhood, identity and culture. The Department maintains the collective memory of the nation and connects it to the present and future. As New Zealand's oldest government department, it has a continuous link back to the Colonial Secretary's office and the signing of the Treaty of Waitangi.

Purpose

The Department of Internal Affairs serves and connects people, communities and government to build a safe, prosperous and respected nation. For more detailed information about Internal Affairs, go to our website: www.dia.govt.nz.

Branch Overview

The Shared Services branch provides corporate-type functions to other business groups in the Department. The branch also provides support services to Ministers and secretarial support services to advisory boards and commissions of inquiry.



Business Group Overview

Ministerial and Secretariat Services (MASS) is part of the Shared Services Branch. MASS works to ensure that New Zealand's executive government runs smoothly and effectively by delivering a range of responsive, timely and professional services to and on behalf of Ministers of the Crown. These include staffing support and communications services to Ministers' offices, provision of ministerial residential accommodation and secure vehicular transport and airport facilitation.

MASS not only provides services for Ministers, we also support a number of stand-alone bodies both ad-hoc and ongoing, and maintain a capability to set up and support such bodies as required. MASS comprises the following units:

- Visits and Ceremonial Office
- Ministerial Support
- VIP Transport Service
- The Gambling Commission
- The Local Government Commission
- Business & Secretariat Support
 - The Film & Literature Board of Review (FLBOR)
 - The Library & Information Advisory Commission (LIAC)
 - Guardians / Kaitiaki of the Alexander Turnbull Library
 - Public Lending Right Advisory Group
 - Archives Council
 - Confidential Listening & Assistance Service
 - Support for Royal Commissions and Commissions of Inquiry.

Position Summary

You will be responsible for delivering excellent secretarial, administrative support, word-processing and receptionist services to a Minister and Ministerial office staff.

You will be responsible to the Senior Private Secretary.

No long term guarantee of job security can be given. The sudden advent of a reallocation of your Minister's responsibilities which results in a significant change to your role, snap election, and the normal three year parliamentary term of office all emphasise that on-going employment is not guaranteed.

Key Results/Impacts

You will know the job is being done well when:

The Minister, Senior Private Secretary and other office support staff are highly satisfied with the service you are providing to them and their clients.



You are maintaining and developing excellent working relationships with other offices or service units crucial to the on-going success of the office, i.e. Office of the Clerk, Cabinet Office, Whips Office and the Travel Office.

Secretarial tasks are performed in a timely manner and meet the needs of the Minister and other Ministerial office staff.

Document production is of a very high standard, error free and within agreed timeframes.

You are providing exemplary receptionist services in the Minister's office to the satisfaction of the Minister and ministerial office staff.

Clients, visitors and office staff find you approachable, helpful and consistent.

You are well skilled, professional in all your dealings with staff and clients and you are adding value to the high quality service you are providing.

Key Responsibility Areas

Key Responsibility Areas	Accountability Statement
<p>Secretarial Duties</p> <p>Tasks 1 – 15 would be expected at Grade 10 Ministerial Assistant (entry level)</p> <p>Tasks 1 – 19 would be expected at grade 11 Ministerial Secretary (Competent Level)</p> <p>Tasks 1 – 23 would be expected at grade 12 Private Secretary (Fully Competent)</p>	<ol style="list-style-type: none"> 1. Provide secretarial services for the Minister and Minister's staff. 2. Process, prioritise, register in appropriate data base, acknowledge, allocate and distribute internal and external mail/facsimiles ensuring the timely flow of papers within the Minister's office. 3. Deliveries and collections throughout Parliament. 4. Photocopying as requested, ordering and processing of stationery, printing and photocopying. 5. Create, update and maintain databases and the office filing systems with the ability to provide immediate access to/recovery of requested documents and records. 6. Sign "way bill" for Cabinet papers. 7. Prepare mail outs using mail merge. 8. Greet and receive Ministerial visitors using initiative and experience to read situations and deal with appropriately, answer telephones using institutional knowledge to deal with a wide variety of issues passing on or ending calls, and provide reception services. 9. Provide word processing services for the Minister and staff including Cabinet and legislative papers; general correspondence; press releases and speeches etc. 10. Manage "bring up's" for Ministerial and Official information requests.



	<ol style="list-style-type: none"> 11. Maintain housekeeping of the Minister's suite. 12. Arrange Ministerial functions and process Ministerial invitations including responses, diary, travel, accommodation and accompanying documentation. 13. Carry out any research, special tasks or projects as directed by the Minister or Senior Private Secretary. 14. Attend mandatory training as stipulated from time-to-time 15. Other duties as directed. 16. Draft general correspondence, under the supervision of the Senior Private Secretary, for the Minister and other Ministerial staff as required, using judgement and initiative, ensuring that it meets Government policy and that the requirements of the Cabinet Manual, Ministerial Office Handbook and Legislative and House Proceedings Handbook are met. 17. Maintain oral and written questions databases. 18. Certify Office Imprest Accounts (where applicable) for payment and prepare appropriate cheques for signature. Reconcile monthly imprest account and prepare appropriate reports within stipulated timeframes ensuring rules are followed and any irregularities are reported immediately to the Senior Private Secretary. 19. Provide back up for the Minister and other staff within the office by actioning immediate issues arising for absent staff. 20. Clear the Ministerial e-mail box. 21. Liaise with Senior Private Secretary and assist with the Minister's diary, scheduling meetings, travel bookings, accommodation, house roster replacements and leave applications. 22. Co-ordinate with the Private Secretary the passage of portfolio legislation through the House ensuring that the Minister knows at what stage a particular Bill is at and amendments required by various authorities have been made accordingly 23. Take full responsibility for the duties of, and act for the Senior Private Secretary for brief/moderate periods of absence.
Electorate Duties	<ul style="list-style-type: none"> • Process and reply to correspondence received from the Electorate Office • Liaise with electoral staff over appointments, clinics etc • Keep Minister regularly informed on issues within his/ her electorate • Prepare material and desktop publishing for regular newsletters for the Electorate • As directed by the Minister and senior staff carry out research



	<p>into electorate issues and analysis on areas of current interest.</p> <ul style="list-style-type: none"> You are developing, maintaining and providing quality and timely access to accurate information; developing that information into quality data sources for the use of the Minister and staff. You are developing quality documents for disseminating information into the Ministers communities of interest. You are developing and managing mechanisms to deliver information to stakeholders, the electorate and the public. As appropriate establish and maintain excellent working relationships with the Minister's Electorate Office. Tasks 1 – 22 above as directed
Relationship Management	<ul style="list-style-type: none"> Acquire and maintain a knowledge of the Ministry, Departments or agencies for which the Minister has responsibility, together with the community and/or industry groups of special significance to the Minister's portfolio responsibilities. As Electorate Private Secretary be sensitive to and knowledgeable of the public relations, publicity and information implications of any proposals, developments or initiatives affecting the Minister's electorate and advise the Senior Private Secretary as appropriate
Risk	<ul style="list-style-type: none"> Alert the Senior Private Secretary to anything that you identify or think may be a political, business or administrative risk to the Minister. Understand and actively work with the Senior Private Secretary to manage any business/administrative risks.
Health & Safety	<ul style="list-style-type: none"> Takes personal responsibility for keeping self free from harm Follows safe working procedures Reports incidents promptly Reports hazards promptly and suggests appropriate remedies Knows what to do in the event of an emergency Co-operates in implementing rehabilitation plans

Criteria for Progression

Progression within the grade range is dependant on all of the following conditions being met:

- Have completed two full years in current position/grade.
- Have attended all stipulated mandatory Training.
- Being fully competent in all of the duties of the current "Task Range".
- Demonstrated ability to complete 80% of the duties of the next level.
- Overall performance, attendance, responsibility, institutional knowledge, helpfulness and all round skills indicate ready for progression.

Key Working Relationships

Internal	External
<ul style="list-style-type: none"> Minister Senior Private Secretary 	<ul style="list-style-type: none"> Minister's spouse/partner & family Staff of Portfolio Departments, Ministries and



<ul style="list-style-type: none"> • Ministerial Office staff • Staff in other Ministers' offices/Coalition Partner and support party offices • Whips' office • Clerk's office • Travel Office • Cabinet Office • Members of Parliament & staff • Ministerial Services staff • Courier Organisations 	<p>State Owned Enterprises</p> <ul style="list-style-type: none"> • Members of the public • Minister's constituents • Party officials • Sector interest groups
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Accountabilities/Delegations

Delegations

Human Resources Delegations	Nil
Financial Delegations	Nil

Security Clearance

Level	Confidential
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Special Requirements (education, skills, knowledge, experience)

- Relevant work experience
- Knowledge of the workings of Government.
- Developed interpersonal skills with a demonstrated ability to relate to all staff.
- Engenders and inspires trustworthiness and respect in others
- Displays honesty, sincerity and esteem when dealing with others
- Is discreet in dealing with sensitive issues

DIA Competencies

Competencies are behaviours that drive job success. They are observable and measurable characteristics that can be seen when a job is being done well.

With the exception of Achieves Effectiveness for Māori, the competencies DIA uses are derived from the Competency Sort Cards developed and copyrighted by Lominger Limited, Inc. No part of the Lominger competencies may be used, reproduced or transmitted in any form or by any means, by or to any party outside of The Department of Internal Affairs.

The competencies required for your role are listed below. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.



Competency Cluster	Competency
Integrity	Integrity and Trust
	Ethics and Values
Intelligence	Learning on the Fly
	Creativity
	Technical Learning
Talent to Execute	Priority Setting
	Time Management
	Customer Focus
	Functional Technical Skills
Emotional Maturity	Self Knowledge
	Composure
Positive Energy	Perseverance
	Action Oriented
Managing Diverse Relationships	Interpersonal Savvy
	Approachability
	Listening
	Boss Relationship
	Comfort around Higher Management
Achieves Effectiveness for Māori	Effectiveness for Māori

Integrity

This is the ability to accept personal accountability for actions and decisions; to be reliable, trustworthy, and honest in all aspects of our work; and to uphold the values and principles of the Department.

Intelligence

This is the ability to learn, understand and think things out quickly. It is demonstrated in our ability to reason, solve problems, think creatively, understand ideas that can be complex, and learn quickly from experience. It is the ability to make sense of a changing environment and figuring out what to do.

Talent to Execute

This is about getting the job done. It is the ability to achieve results for the Department and provide an outstanding service, with and through others. It also describes continuously searching for innovation and ways to add value in order to position the Department for future success.

Emotional Maturity

This is the ability to control one's emotions, to recognise their impact and to adapt to changing circumstances, particularly during stressful times. It includes the ability to sense, understand, and react to others' emotions. It is about knowing one's strengths and



weaknesses and continuously looking to improve oneself. It also requires individuals to demonstrate resilience and sound judgment in dealing with challenges.

Positive Energy

This is the demonstration of an upbeat attitude through good times and bad, and the desire to strive for the best outcomes for the Department. Individuals who demonstrate this trait are able to positively affect the behaviour of others, motivating them with a sense of purpose and spirit of cooperation. It encompasses the capacity to care deeply for the work that we do and for the principles and values of the Department.

Managing Diverse Relationships

This is the ability to work with a diverse range of people and to build mutually beneficial relationships and networks, sometimes in complex environments. It is the ability to value the contribution of others, respecting each other's views, beliefs and customs, united in a common purpose.

Achieves Effectiveness for Māori

Achieves Effectiveness for Māori describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.

(Please note that this competency is not part of the Lominger Competency suite)

SUCCESS IN THE JOB

You will know you have been successful when you have achieved the results and demonstrated the competencies listed above.

Note: job profiles, competencies and grading structure may change over time. Jobholders will be notified of any changes. Consultation will take place in the event of any material changes that affect the overall scope, function or possibly size of the job.

Approved

Authorised Signature:	
Name:	Richard McDonald
Position:	The Manager, Ministerial Support
Date:	10 March 2011