



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Personal Assistant, Business Support Kaiāwhina Whaiaro, Tautoko Pakihi Policy Group, Policy, Regulation and Communities Branch

The Department's Policy Group is the primary provider of policy advice services and leadership in a large, complex and multi-portfolio operational department that also has system leadership responsibilities. The Policy Group develops and delivers policy advice to both Ministers and department branches across the Internal Affairs, Local Government, Community and Voluntary Sector, and Racing portfolios. The Policy Group also delivers mandated operational and ministerial services.

The Personal Assistant, Business Support provides consistent and dependable personal, secretarial and administrative support services to the General Manager, Policy and Directors in the Policy Group. The support provided is not limited to management, but also to the wider team for which the Team Leader, Business Support and Manager, Business Intelligence and Planning is responsible.

- **Reporting to:** Team Leader Business Support or Director Operational Services
- **Location:** Wellington
- **Salary range:** Business Support E

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p>Personal Assistant Support</p> <ul style="list-style-type: none"> • Provide personal and confidential secretarial support to the General Manager, Policy and his/her leadership team • Manage diaries and in-boxes • Organise meetings and distribute agenda, papers and follow up notes or minutes • Take minutes of meetings, ensure the recording and allocation of action points and that any relevant information is passed onto appropriate team members • Complete and distribute agendas and relevant papers for Minister’s meetings • Produce and disseminate minutes to meeting participants in a timely fashion, once approved • Manage the relevant DMS Libraries and filing for the Director and co-ordinating consistent systems across the Branch and Department • Provide cover for the other Personal Assistant and Business Support Administrators • Schedule and organise team meetings and events • Arrange travel bookings, team events and catering • Order and maintain stationery, office and kitchen supplies • Maintain office equipment and resolve building maintenance issues (by referring to Facilities Management) 	<ul style="list-style-type: none"> • Managers/Team Leader needs are anticipated and they are able to focus on being effective and efficient in their core roles • Diaries are accurate and the General Manager, Policy and his/her leadership team feels well prepared for meetings • Customers are greeted in a professional manner and requests are actioned within agreed timeframes which are supported by positive feedback and minimal complaints • Meeting participants receive agendas, minutes and action points in a timely fashion • The office is stocked with adequate supplies and all equipment is functional
<p>Information Technology</p> <ul style="list-style-type: none"> • Action (and support others to action as needed) Service Desk requests for IT related issues, repairs and supplies in the office • Coordinate the setup of IT resources as required by the team and Service Desk • Monitor (and maintain as needed) all office IT equipment including phones, laptops, data projectors, Wi-Fi and vasco tokens etc. in conjunction with the other members of Policy Group Support 	<ul style="list-style-type: none"> • Office IT SME requests and issues are actioned/resolved in a timely manner • More time for colleagues to meet their pressing priorities • The team is working efficiently and effectively • Office IT equipment is tracked, accounted for and used appropriately

What you will do to contribute	As a result we will see
<p>Business Administration Support</p> <ul style="list-style-type: none"> • Provide administrative support to the Manager(s) and the wider Policy Group as required • Build and maintain effective relationships with the team, department staff and stakeholders whilst ensuring effective lines of communication on key information • Assist the Team Leader, Business Support on the Ministerial database to follow up on a monthly basis on any papers recorded as not having met Ministerial timeliness standards • Provide back-up to the Team Leader, Business Support to coordinate the production and sign-off of the Weekly Status Reports in an effective and timely manner • Act as the point of contact for office moves and changes • Manage the flow of office correspondence and documentation and provide support to prepare, format, collate, print, photocopy, file and scan documentation • Coordinate induction of new staff members 	<ul style="list-style-type: none"> • Team members are communicated with effectively and the team is well supported. • Effective, timely and proactive administrative support is provided to the team • Papers meet Ministerial timeliness standards • All responsibilities and actions are completed accurately, efficiently and to a high standard • You proactively communicate progress on tasks and provide updates when there are delays
<p>Documentation</p> <ul style="list-style-type: none"> • Provide word processing and document preparation to support document production and work flow requirements • Assist team members to format documents, presentations and spreadsheets e.g. Cabinet Papers, briefings and Ministerial correspondence • Manage the relevant DMS libraries and filing for the team and educate users as required • Produce, prepare and format spreadsheets, PowerPoint presentations and other documents to agreed standards • Coordinate consistent systems across the Department 	<ul style="list-style-type: none"> • Documents, presentations and spreadsheets are prepared and filed to agreed standards in an accurate and timely manner • Your team is confident in your ability as an SME in this area
<p>Financial Administration</p> <ul style="list-style-type: none"> • Process all invoices for the General Manager, Policy and his/her leadership team by requesting purchase orders, checking invoices, coding and arranging for appropriate sign-off • Reconcile purchase card (P-Card) transactions • Complete monthly accruals 	<ul style="list-style-type: none"> • Payments are processed according to Departmental process, delegations and policy • Invoices are received by Finance within agreed timeframes and suppliers are paid on time

What you will do to contribute	As a result we will see
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/ lead	Deliver to
Internal	General Manager, Policy		✓		✓		✓
	Manager, Business Intelligence and Planning		✓		✓		✓
	Team Leader, Business Support	✓	✓		✓		✓
	Policy Group team members		✓	✓	✓		✓
	Directorate Staff	✓	✓	✓	✓		
	Policy Group Staff	✓		✓	✓		✓
	Relevant Department staff	✓	✓	✓	✓		
External	Portfolio Ministers and staff of Ministerial Offices	✓			✓		✓
	Central Agencies	✓	✓	✓	✓		✓
	Policy Branches of other Government Departments whose responsibilities relate to the Department	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Z
Direct reports	0

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Experience in a fast paced, high demand Personal Assistant and/or Business Support Administrator role • Experience in delivering consistent, high quality levels of administration work • Proficient in working with financial systems and information <p>Knowledge:</p> <ul style="list-style-type: none"> • Displays the personal maturity and integrity to make good judgments about people, events and risks • Knowledge and use of Microsoft Office including; Outlook, Word, PowerPoint, Visio, Excel and Access • Proven IT acumen in the use of all forms of modern technology • Strong Outlook experience with the ability to effectively manage the inbox and calendar <p>Skills:</p> <ul style="list-style-type: none"> • Proven excellent communication skills, both written and verbal • Strong stakeholder relationship management focus and interpersonal skills, with the ability to interact with people at all levels • Team focused work ethics and the ability to work collaboratively across team boundaries • Detail focused with the ability to anticipate risks and the consequences of decisions and commitments • Ability to prioritise workloads and negotiate deadlines in the face of competing demands under minimal supervision • Fast and accurate keyboard skills <p>Other requirements:</p> <ul style="list-style-type: none"> • Business Administration Diploma (or similar)