# Personal Assistant

## Information and Safety Group

## Ngā Tohu Ratonga | Shared Services Branch

The Personal Assistant provides consistent and dependable personal, secretarial and administrative support services to the Chief Security Officer and the Manager Security and Risk and the wider Security and Risk Team as required.

* Reporting to: GM, Information and Safety, Chief Security Officer

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

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| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | 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 |
| --- | --- |
| **Personal Assistant Support**   * Provide personal and confidential secretarial support to the GM and Manager Safety, Security and Risk * Manage each assigned manager’s diary and inbox * Prepare managers for meetings by printing necessary reading and documents * Respond to customers via phone, email and face to face in the managers absence and take action or messages as appropriate * Provide cover for other Personal Assistant/Support staff in SSB if needed * Take meeting minutes where and when necessary | * Managers needs are anticipated and they are able to focus on being effective and efficient in their core roles * Managers diaries are accurate and they feel well prepared for meetings * Customers are greeted in a professional manner and requests are actioned within agreed timeframes which is supported by positive feedback and minimal complaints |
| **Team Administration Support**   * Provide administrative support to the wider group. * Provide secretarial services and coordination support for the National Health and Safety Committee, Chair and its membership * Provide secretarial services and coordination support for the Security and Operational Governance meetings * Build and maintain effective relationships with the team, department staff and stakeholders whilst ensuring effective lines of communication on key information * Schedule and organise team meetings and events * Arrange travel bookings and catering * Order and maintain stationery, office and kitchen supplies * Maintain office equipment and resolve building maintenance issues (by referring to Facilities Management) * 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 * Maintain the wider team contact list and emergency details | * A well organised and tidy office * Team members are communicated with effectively * Effective, timely and proactive administrative support is provided to the team * Meeting participants receive agendas, minutes and action points in a timely fashion * The office is stocked with adequate supplies and all equipment is functional * You take ownership of your own responsibilities and actions * You proactively communicate progress on tasks and provide updates when there are delays |
| **Information Technology**   * Action (and support others to action as needed) Service Desk requests for any 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. | * Your team is confident in your ability as the office IT SME * More time for your colleagues to meet their pressing priorities * The team is working efficiently and effectively * Office IT equipment is tracked, accounted for and used appropriately |
| **Documentation**   * Provide word processing and document preparation support * Assist team members to format documents, presentations and spreadsheets e.g. briefings and ministerial correspondence * Manage the relevant DMS libraries and filing for the team and educate users as required. | * 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 |
| **Financial Administration**   * Process all invoices for CSO and Security and Risk by requesting purchase orders, checking invoices, coding and arranging for appropriate sign-off * Reconcile purchase card (P-Card) transactions * Complete monthly accruals * Provide support to the team for on boarding of contractors including invoicing, goods receipting and purchase orders * Compile reimbursement claims for managers and give advice to members of the team on how to action these | * Payments are processed according to Departmental process, delegations and policy * Invoices are received by Finance within agreed timeframes and suppliers are paid on time * Your team is confident in your ability as an SME in this area |
| **Health and safety (for self)**   * Take responsibility for keeping self-free from harm * Follow safe working procedures * Report incidents and hazards promptly and suggest remedies where appropriate * Know what to do in the event of an emergency * Co-operate in implementing rehabilitation plan | * Health and safety guidelines are followed |

|  | | Advise | Collaborate with | Influence | Inform | Manage/  lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done | |
| Repport to | CSO and Manager of Security and Risk |  | ✓ |  | ✓ |  | ✓ |
| Internal | Managers in the Group and Branch |  | ✓ |  | ✓ |  | ✓ |
| SSB Branch colleagues including, Finance, HR and TSS |  | ✓ |  | ✓ |  | ✓ |
| Staff in the Group | ✓ |  |  | ✓ |  | ✓ |
| Other Personal Assistants and support staff in the Branch and Department |  | ✓ |  | ✓ |  | ✓ |
| External | Other government agencies |  | ✓ |  | ✓ |  | ✓ |
| Vendor’s, Professional bodies and recruitment agencies |  |  |  |  |  |  |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| 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](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Valued_Contributor_v7/$file/DIA_Profile_Valued_Contributor_v7.pdf).  **Keys to Success:**   * Customer Focus * Continuous improvement * Teamwork and peer relationships * Action oriented * Self-development and learning * Functional and technical skills | **Experience:**   * Experience in a fast paced, high demand Personal Assistant and/or team administration role   **Knowledge:**   * Displays the personal maturity and integrity to make good judgments about people, events and risks * Proficiency in working with financial systems and information   **Skills:**   * Excellent customer service skills * Proven initiative and effective communication * 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 * Demonstrated ability to work with minimal supervision * Excellent and accurate keyboard skills * Proven ability in the 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 skills with the ability to effectively manage the inbox and calendar   **Other requirements:**   * Business Administration Diploma (or similar) |