



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

Technology Services and Solutions, Organisational Capability and Services

The Personal Assistant provides consistent and dependable personal, secretarial and administrative support services and advanced document production services.

- **Reporting to:** Manager
- **Location:** Wellington
- **Salary range:** Corporate 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 to Manager(s)</p> <ul style="list-style-type: none"> • Provide efficient and effective administration support services to the Manager(s) including: <ul style="list-style-type: none"> ○ Managing each assigned manager’s diary, taking into account their priorities and workload, and any travel arrangements ○ Managing the flow of all Managers’ correspondence including identifying and escalating urgent issues and ensuring timely responses and communications, on behalf of the manager as appropriate ○ Managing the drafting and preparation of letters, presentations, reports, briefings and minutes as required by the Manager ○ 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 	<ul style="list-style-type: none"> • 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
<p>Group Management Support</p> <ul style="list-style-type: none"> • Coordinate management team meetings • Take minutes of management meetings and ensure allocation of action points • Contribute to the development and implementation of team policies, processes and procedures • Plan, manage, and contribute to projects or areas of work within and across the unit and group 	<ul style="list-style-type: none"> • Accurate meeting minutes are produced and distributed to meeting participants in a timely fashion once approved by manager

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<p>Administration Support</p> <ul style="list-style-type: none"> Disseminate incoming information to team members within deadlines, tracking information where appropriate Provide photocopying, scanning and filing support services Maintain electronic and paper based filing systems, eg for investigations, Ministerial correspondence and document management Arrange travel bookings for team members including taxi and accommodation Ensure there are adequate supplies of stationery, office supplies and equipment and that all equipment is functional Schedule and organise team events, eg meetings, farewell functions Coordinate induction of new staff into the team 	<ul style="list-style-type: none"> 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
<p>Correspondence, Documentation Preparation</p> <ul style="list-style-type: none"> Provide word processing and document preparation support, including using the skills of electronic dictation systems and/or copy type Format, or assist team members to format, documents, presentations and spreadsheets e.g. briefings and ministerial correspondence Manage the production, storage, retrieval, distribution and maintenance of team resource material and educate users as required. 	<ul style="list-style-type: none"> Documents, presentations and spreadsheets are prepared and filed to agreed standards in an accurate and timely manner All team documentation (soft and hard copy) is typographically error free and meets quality standards Your team is confident in your ability as an SME in this area
<p>Communication</p> <ul style="list-style-type: none"> Support the Manager with document production and work flow requirements assuring due confidentiality on personnel and business matters Maintain effective lines of communication to Department staff and stakeholders Format documents to agreed standards 	<ul style="list-style-type: none"> Produce spreadsheets, PowerPoint presentations and other documents to agreed standards, as required
<p>Financial Administration</p> <ul style="list-style-type: none"> Process all invoices by requesting purchase orders, checking invoices, coding and arranging for appropriate sign-off Reconcile purchase card (P-Card) transactions Prepare financial returns and reports as required Compile reimbursement claims for managers and give advice to members of the team on how to action these 	<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 Your team is confident in your ability as an SME in this area

What you will do to contribute	As a result we will see
Back-up Support <ul style="list-style-type: none"> Support and assist the other Personal Assistants as required Assist other support staff in the Branch as required 	<ul style="list-style-type: none"> Support staff work collaboratively and the office is well supported
Health and safety (for self) <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	Managers in the Group and Branch				✓		✓
	Finance and other Organisational Capability and Services Branch colleagues		✓		✓		✓
	Staff in the Group	✓	✓	✓	✓		✓
	Other Personal Assistants and support staff in the Branch and Department		✓		✓		
External	Other government agencies	✓	✓		✓		
	Key vendors and suppliers				✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil

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"> Proven experience in providing efficient and effective administration services Demonstrated experience and advanced level of skills in a range of desktop applications, particularly Microsoft Office Demonstrated experience managing high volumes of work within tight timeframes, to required quality standards Experience in office management, technology and systems Experience supporting a senior manager within a government department is desirable

Your success profile for this role	What you will bring specifically
	<p>Knowledge:</p> <ul style="list-style-type: none">• Knowledge of systems design and improvement• Basic knowledge of planning and reporting processes• Proficiency in spoken and written English• Displays the personal maturity and integrity to make good judgments about people, events and risks• Proficiency in working with financial systems and information <p>Skills:</p> <ul style="list-style-type: none">• Excellent communication skills, both written and verbal• Strong organising and prioritisation skills and ability to be proactive and flexible• Ability to make sound judgements and identify and manage risks effectively• Strong stakeholder relationship management focus and interpersonal skills, with the ability to interact with people at all levels• Ability to quickly learn new systems• Team focused work ethics and the ability to work collaboratively across team boundaries• The ability to work independently when required and to be a self-starter, taking responsibility for ensuring specific areas of work are completed• Possess judgement, tact, confidentiality and integrity when dealing with sensitive issues <p>Other requirements:</p> <ul style="list-style-type: none">• A tertiary qualification in the secretarial, financial or management fields (or similar) is desirable