



# 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

### Service Delivery & Operations

This position is responsible for providing consistent and dependable personal, secretarial and administrative support services to the General Manager and administrative support for the Business Group.

- **Reporting to:** General Manager
- **Location:** Wellington
- **Salary range:** Corporate E

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### 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.

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### 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. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

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## Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p><b>Personal Assistant</b></p> <ul style="list-style-type: none"> <li>• Provide personal and confidential secretarial support to the General Manager</li> <li>• Provide diary and meeting management, including scheduling meetings, rooms and related resources</li> <li>• Prepare papers for meetings</li> <li>• Arrange travel bookings and accommodation as necessary</li> <li>• Establish and maintain electronic and paper-based filing systems as necessary</li> <li>• Monitor work plan and other deadlines and keep the General Manager informed of these</li> <li>• Prepare agenda for a range of meetings; attend meetings and keep minutes of these; ensure that action items for these meetings are met Provide spreadsheets, PowerPoint presentations and other documents to agreed standards, as required.</li> </ul>	<ul style="list-style-type: none"> <li>• General Manager is well prepared for all meetings as a result of time allocations in manager's calendar and the prior preparation of all meeting papers</li> <li>• Meeting prep is well managed and key documents are distributed in a timely manner</li> <li>• Key documents are kept up to date and easily accessible in DIA enterprise document management system</li> <li>• All work plan and other deadlines are met; appropriate persons kept informed where there may be delays</li> </ul>
<p><b>Team Administration</b></p> <ul style="list-style-type: none"> <li>• Provide administration support to the team</li> <li>• Provide project admin support for the work programmes as required</li> <li>• Coordinate team and other key meetings including venue booking, preparing agendas, writing and distributing minutes</li> <li>• Manage the flow of official correspondence, briefings and aide memoire and provide support to prepare, format, collate, print, file and scan documentation</li> </ul>	<ul style="list-style-type: none"> <li>• A well organised and up to date office</li> <li>• Work programmes are maintained, kept up to date and distributed in a timely manner</li> <li>• The General Manager and colleagues are able to focus on being effective and efficient in their core roles.</li> <li>• Team support administrative deadlines are met effectively</li> <li>• Work behaviour that is customer centric and supported by positive feedback and minimal complaints</li> <li>• Colleagues feel well supported and confident in your abilities</li> <li>• A collegial working relationship with other PAs/EAs across DIA is evident</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Information technology and information management</b></p> <ul style="list-style-type: none"> <li>Action Service Desk requests for all IT related issues</li> <li>Oversee the maintenance of all office IT equipment including phones, mobile phones and mobile devices.</li> <li>Train staff in the management and use of electronic documents in Cohesion (the DIA electronic management system).</li> <li>Assist staff with the use of Microsoft Office products.</li> </ul>	<ul style="list-style-type: none"> <li>Your team is confident in your ability as the office IT subject matter expert (SME) and the office information management SME</li> <li>The team is working efficiently and effectively</li> <li>Staff are familiar with DIA electronic management system and all documents are easily accessible</li> </ul>
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>Management of personal purchase card payments and expense claims for decision makers and stakeholders</li> <li>Create purchase orders and track and process invoices</li> <li>Forward invoices to Finance within agreed timeframes</li> <li>Monitor monthly financial reports for the General Manager and team in conjunction with the Finance team.</li> </ul>	<ul style="list-style-type: none"> <li>Payments are managed according to Departmental process, delegations and policy</li> <li>Monthly financial reporting as required, so management can make well informed decisions</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <li>Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	General Manager		✓		✓		✓
	Business group colleagues		✓		✓		✓
	Other DIA staff				✓		✓
External	Other government departments/agencies		✓		✓		✓
	Ministers' offices		✓		✓		✓

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 <a href="#">Valued Contributor</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"><li>• Customer Focus</li><li>• Continuous improvement</li><li>• Teamwork and peer relationships</li><li>• Action oriented</li><li>• Self-development and learning</li><li>• Functional and technical skills</li></ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"><li>• Demonstrated experience in providing efficient and proactive executive assistant and team administration support</li><li>• Demonstrated experience in planning for and providing meeting requirements including writing quality minutes of a range of meetings</li><li>• Proven experience managing high volumes of work within tight time frames and the ability to plan and prioritise workload</li><li>• Proven ability in the advanced use of Microsoft Office including; Outlook, Word, PowerPoint, Visio and Excel</li><li>• Proven IT acumen in the use of all forms of technology tools and solutions including meeting room technology</li></ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"><li>• Proficiency in working with financial systems and information management systems i.e. electronic document management systems</li><li>• Good understanding of, or ability to learn, DIA systems</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• An ability to prioritise workloads, and negotiate deadlines in the face of competing demands along with the demonstrated ability to work with minimal supervision</li><li>• An ability to show initiative, identify opportunities and recommend process improvements</li><li>• An ability to analyse and solve problems, including process and technology</li><li>• An ability to build effective working relationships and interact with people at all levels</li><li>• An “eye for detail” and ability to proof read</li></ul>