

Position description

Position:	Executive Assistant
Business unit:	Audit New Zealand
Reports to:	National Operations Support Manager
Group:	National Operations Support (NOS) team which is part of the Operations Group
Date:	November 2019

Organisation in context

The Controller and Auditor-General (the Auditor-General) is a statutory officer of Parliament. The role is a constitutional safeguard to maintain the financial integrity of New Zealand's parliamentary system of government. The Auditor-General provides independent assurance to Parliament, public entities, and the public that public entities are operating and accounting for their performance as Parliament intended.

The Auditor-General employs staff in two business units – the Office of the Auditor-General (OAG) and Audit New Zealand, with a shared Corporate Services Team.

Audit New Zealand carries out annual audits allocated by the Auditor-General. It also provides other assurance services to public entities within the Auditor-General's mandate and in keeping with the Auditor-General's standards on the independence of auditors.

Audit New Zealand operates a professional services model that is consistent in many respects to private sector auditing and assurance firms.

Primary objectives

Provide executive administrative support to a group of Directors and Managers to enable them to maximise their efficiency and effectiveness. The Executive Assistant will need to deal with highly sensitive and confidential information in a professional manner, managing information and following up items to ensure their closure.

General responsibilities and objectives

- Interact with both internal and external contacts, to coordinate meetings and appointments.
- Proactively manage diaries of assigned Directors and/or Managers.

What we stand for

People matter | Our independence is critical | We act with integrity and courage | We're here to make a difference

- Support the administration of meetings (both internal and external), including liaising with clients, preparing agendas, setting up meeting rooms, preparing materials, take minutes/notes during meetings and record action points.
- Quality assure documentation (such as correspondence, reports and letters to clients, presentation material) in keeping with Audit New Zealand's corporate styles.
- Maintain paper and electronic filing systems and ensure information is easily stored, located and archived.
- Collaborate and co-operate with other Operations Support team members to ensure that all Directors and Managers are well supported, particularly in times of absence.
- Make travel arrangements (domestic and international) following our nationwide travel process.
- Organise the logistics of internal and external events, in house training and client seminars, including arranging venues and catering.
- Support assigned Directors and/or Managers with a wide variety of administrative tasks, including document research, generation of reports for management purposes, expense claims, timesheets, reconciliation of credit, taxi and fuel cards, and other practice management activities.
- Carry out project work or other activities as assigned.

Staff management and relationships

Staff reporting to this position

- No staff report to this position.

Internal relationships

- Directors and/or Managers that you have been assigned to support.
- Colleagues in the NOS team and the NOS Manager.
- All other staff from your local office.
- Selected Corporate Services Team members (for example, Finance and Information Services group).

External relationships

- Clients.
- Suppliers.

What we stand for

Person specification

Qualifications and experience

- Proven work experience in providing executive administrative support for people in managerial positions, ideally in a professional services organisation.
- Advanced skills in relevant computer software, including Microsoft Word, Outlook, Excel, PowerPoint, and Internet Explorer.
- Fast and accurate word-processing skills, and the ability to achieve an executive standard when editing and finalising correspondence drafted by others.
- Excellent interpersonal and relationship management skills, and able to work co-operatively in a team environment.
- Effective verbal and written communication skills, including attention to detail and accuracy.
- Strong self-management and organisational abilities, including the ability to apply innovative responses to problems or challenges and the flexibility to carry out many tasks at the same time, meeting tight deadlines, and prioritising work.
- An ability to deal with sensitive situations, applies discretion, and maintains confidentiality at all times.
- Ability to prioritise and handle multiple pieces of work simultaneously, as well as following through the issues in a timely manner.
- Experience using an electronic document management system, as well as an ability to adapt to new systems quickly.

Key competencies

Personal and interpersonal skills

- **ACTION ORIENTED:** Works hard; full of energy; not scared of acting with minimal planning; organises resources to get things done; uses resources effectively and efficiently.
- **APPROACHABILITY:** Puts people at ease; is a good listener; builds rapport.
- **COMPOSURE:** Calm under pressure – handles stress well. Remains positive and optimistic when times are tough. Does not become frustrated when the unexpected occurs. Can use humour to ease tension where appropriate.
- **INTEGRITY AND TRUST:** Widely trusted, direct, and truthful.

What we stand for

- **PEER RELATIONSHIPS:** Solves problems with little noise; is seen as a team player, being fair, gaining trust and support.
- **PERSEVERANCE:** Pursues everything with energy, drive, and a need to finish, overcoming resistance or setbacks.

Operating skills

- **CUSTOMER FOCUS:** Committed to meeting the expectations and requirements of the business; gains respect and trust from the business by building effective relationships.
- **FUNCTIONAL/TECHNICAL SKILLS:** Capable of doing the job at a high level of achievement.
- **ORGANISATIONAL AGILITY:** Understands how organisations work and can get things done using the right channels and networks.
- **TIME MANAGEMENT:** Using time effectively, concentrating efforts on the more important priorities.
- **WRITTEN COMMUNICATIONS:** Is able to communicate messages in a clear, succinct way using a range of settings and styles.

Business skills

- **COMFORT AROUND HIGHER MANAGEMENT:** Is able to work comfortably with senior managers and can relate well to their communication style.

What we stand for