



POSITION DESCRIPTION

Position details

Position Title	Personal Assistant/Team Administrator
Team/Branch/Group	Dispute Resolution/Employment Services/Market Services
Location	Wellington
Date	January 2018

Our purpose

Our purpose is to grow the New Zealand economy to provide a better standard of living for all New Zealanders. To achieve this, we need a strong, high performing economy, where for example, people (workers, consumers and investors) are protected and aware of their rights and obligations; and the integrity of the environment is maintained.

As one of New Zealand's largest government agencies, the work we do impacts the lives of all New Zealanders. We work to increase household incomes by helping businesses to be more productive and internationally competitive, increasing opportunities for all New Zealanders to participate in the economy through improved job opportunities, and by ensuring quality housing is more affordable.

This is all echoed in our Māori identity – Hikina Whakatutuki – which broadly means “lifting to make successful”.

How we work

Our aspiration is that MBIE is a great place to work where great work gets done.

We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to MBIE.

Our targets are challenging and require us to work with others, and across the Ministry (making the most of our size and scope).

Our people will need to adopt a generous disposition and actively seek out opportunities to be purposely collaborative across MBIE. This means asking ‘why not?’ instead of ‘why?’, and leveraging off the collective that is MBIE in the pursuit of goals that stretch right across teams, branches and groups.

We work across government, and New Zealand, in a way that enables us to expand and deepen our understanding of businesses and markets. We use our extensive presence across New Zealand and around the world to make and leverage domestic and global connections.

With our Crown entity partners we work collaboratively with other government agencies; local government; businesses; industry, sector, union and employer groups; consumer groups; Māori leaders; and scientists to develop and deliver fit-for-purpose policy, services, advice and regulation that support people, businesses, communities and regions to be successful.

As the lead agency for providing government services for business, we are focussed on making it easier for business to interact with government.

Our character

Shape We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life.

Collaborate	We support each other, engage early and proactively partner in pursuit of shared goals.
Deliver	We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go.

Our structure

The Ministry comprises around 3,200 staff operating in New Zealand with a further 400 staff in overseas locations.

The Ministry has seven business groups: Building, Resources and Markets; Corporate, Governance and Information; Finance and Performance; Immigration New Zealand; Labour, Science and Enterprise; Market Services; and the Office of the Chief Executive.

The PA/Team Administrator position reports into the Manager, Dispute Resolution in the Market Services business group.

The functions in this group are:

- Service, Support & Design
- Consumer Protection & Standards
- Business Integrity Services
- NZ Government Procurement & Property
- Integrated Regulatory Enforcement (IREB)
- Employment Services
- Housing & Tenancy Services
- Service Quality

Position purpose

The role is responsible for providing efficient and effective support services to managers and teams in the business group.

Key relationships

- All executive and administration officers in MBIE
- All managers and staff in the business group
- Suppliers of goods and services
- Other Government agencies

Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Ministry responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key accountability or deliverable	Indicators of success
<i>Delivers quality results which contribute to the Ministry's outcomes</i>	<p>The Personal Assistant/Team Administrator will be required to deliver results in the following areas:</p> <ul style="list-style-type: none"> • Providing personal support to managers including: <ul style="list-style-type: none"> - assisting management in prioritising key tasks - diary management and bring up system - preparation of documentation

Key accountability or deliverable	Indicators of success
	<ul style="list-style-type: none"> - follow-up action • Providing administrative support including: <ul style="list-style-type: none"> - arranging travel - assisting with event management and catering for business units and teams - processing of invoices and payments - ordering and purchasing of office equipment - liaising with facilities and IT staff • Identifying opportunities of internal best practice, delivering sound administrative systems and processes as part of a business group support team, and maintaining a high quality and consistent MBIE approach • Supporting management and team in utilising self-serve approaches • Managing key working relationships within the Ministry and with staff in Ministers' offices
Relationship Management <i>Manage constructive working relationships with work colleagues and external stakeholders to enhance understanding and co-operation needed to achieve desired results</i>	<ul style="list-style-type: none"> • Participates as an active team member and contributes knowledge and expertise needed to achieve MBIE's outcomes • Develops effective working relationships with other MBIE managers and staff in order to transfer knowledge and learning from the team to the wider organisation • Builds and maintains effective relationships and partnerships with internal and external stakeholders, as necessary, in order to identify and share best practice information and to promote the Ministry, its products and services • Represents whole-of-Ministry views and protects its reputation in any external interactions
Action oriented <i>Takes responsibility for own work, recognises opportunities and acts with a minimum of direction</i>	<ul style="list-style-type: none"> • Takes responsibility for own work • Self-starter • Seeks input if required • Recognises and acts on opportunities
Self-Management <i>Takes responsibility for own behaviour and is open to development</i>	<ul style="list-style-type: none"> • Models positive behaviours • Models the desired values and culture of the organisation • Willingly shares knowledge, expertise and within the team and with others in the organisation • Acts with honesty and integrity • Welcomes feedback and is receptive to input from others
Organisational commitment and public service <i>Role model the standards of Integrity and Conduct for the State</i>	<ul style="list-style-type: none"> • Contributes to the development of, and helps promote and builds commitment to MBIE's vision, mission, values and services • Willingly undertakes any duty required within the context of the position • Understands Equal Employment Opportunities (EEO) principles and the

Key accountability or deliverable	Indicators of success
<i>Services</i>	<p>application of these to MBIE</p> <ul style="list-style-type: none"> Complies with all legislative requirements and good employer obligations
Safety and wellbeing <i>Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i>	<ul style="list-style-type: none"> Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents. Ensures own and others' safety at all times. Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting. Reports all incidents/accidents, including near misses in a timely fashion.

Competencies	
Cultivates Innovation	Shape the agenda , creating new and better ways for the organisation to be successful, by <ul style="list-style-type: none"> Coming up with useful ideas that are new, better or unique Challenging the status quo Introducing new ways of looking at problems Generating and adopting new and creative ideas, and putting them into practice Encouraging diverse thinking to promote and nurture innovation
Nimble Learning	Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by <ul style="list-style-type: none"> Learning as we go, when facing new situations Experimenting to find new solutions Taking on the challenge of unfamiliar tasks Extracting lessons learned from failures and mistakes Being flexible and responsive to changes in requirements Identifying personal learning opportunities Finding own solutions where possible
Collaborates	Support others , building partnerships and working collaboratively with others to meet shared objectives, by <ul style="list-style-type: none"> Working co-operatively with others across MBIE, the public sector and external stakeholder groups to achieve shared objectives Balancing competing interests and priorities appropriately and in line with MBIE's priorities Identifying, engaging early and partnering with relevant stakeholders to get work done Crediting others for their contributions and accomplishments Gaining trust and support of others. Addressing behaviours that do not align with our culture Seeking and respecting the views and opinions of others Providing timely and helpful information to others across the organisation
Customer Focus	Build strong customer relationships and delivering customer-centric solutions, by <ul style="list-style-type: none"> Gaining insights into customer needs Delivering quality, accurate, timely service and customer focussed solutions Identifying opportunities that benefit the customer and will improve service delivery Building and delivering solutions that meet customer expectations Establishing and maintaining effective customer relationships Pro-actively partnering in pursuit of shared goals. Actively seeking and responding to customer feedback
Action Oriented	Take on new opportunities and tough challenges with purpose, urgency and discipline , by <ul style="list-style-type: none"> Readily taking ownership and action on challenges, without unnecessary planning, and being accountable for the results Identifying and seizing new opportunities Displaying a can-do attitude in good and bad times, and celebrating success

	<ul style="list-style-type: none"> Stepping up to manage tough situations and encouraging my colleagues to do the same
Decision Quality	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> Making sound decisions, even in the absence of complete information Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required Recognising when a quick 80% solution will suffice, and when it will not Analysing information to make effective decisions in order to improve performance
Organisational commitment and public service	<p>Role models the standards of Integrity and Conduct for the State Services Contributes to the development of, and helps promote and builds commitment to MBIE's vision, mission, values and services, by</p> <ul style="list-style-type: none"> Willingly undertaking any duty required within the context of the position Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents Understanding Equal Employment Opportunities (EEO) principles and the application of these to MBIE Complying with all legislative requirements and good employer obligations

Personal specifications

- A proven track record of experience and achievement in providing personal and administrative support to managers and teams
- Demonstrated agility in supporting multiple teams and responding to changes in priorities
- Wide ranging knowledge of administration systems and processes
- Sound relationship management skills
- Proactive and uses initiative
- Good standard of computer literacy and word processing
- Ability to work effectively in a team environment and to prioritise work to achieve MBIE outcomes
- Willingness to work in a flexible and dynamic environment
- Must have the legal right to live and work in New Zealand