



## POSITION DESCRIPTION

### Position details

Position Title	Executive Assistant
Team/Branch/Group	Legal Services Branch / Corporate, Governance & Information Group
Location	Wellington
Date	May 2019

### 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

<b>Shape</b>	We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life.
<b>Collaborate</b>	We support each other, engage early and proactively partner in pursuit of shared goals.
<b>Deliver</b>	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 over 4000 staff operating in New Zealand and overseas.

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 Executive Assistant position reports into the Chief Legal Advisor in the Corporate, Governance and Information group.

The functions in this group are:

- Human Resources
- Engagement, Communications & Ministerial Services
- Legal Services
- ICT
- CGI Operations
- Evidence and Insights
- Enterprise Risk & Assurance
- Entity Performance & Investment
- Organisational Governance and Strategy

## Position purpose

The Executive Assistant will bring their business understanding and perspective to work in partnership with their manager and other staff.

The Executive Assistant contributes to the operations of the Legal Services Branch, focusing on supporting the Chief Legal Advisor and the Legal Leadership Team to achieve the operational and strategic activities of the branch.

The Executive Assistant is responsible for providing high level confidential executive support to the Chief Legal Advisor that enables him/her to efficiently use his/her time and talents to achieve the MBIE's outcomes and deliverables, as well as ensuring quality and consistency of advice and practices in relation to their contribution to the team's work

## Key relationships

- Public and private sector Senior Executives and Executive Assistants
- The Government Legal Network
- Stakeholders
- Professional bodies
- Suppliers of goods and services
- The Legal Services Branch
- Members of the Senior/Group Leadership team
- All executive and administration officers in MBIE
- All managers and staff in MBIE

## 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
<p><i>Key deliverables</i></p>	<p>Provide executive assistance to support the General Manager to meet his/her priorities and accountabilities including:</p> <ul style="list-style-type: none"> <li>• Deal with high level, urgent and confidential issues</li> <li>• Diary management and bring up system</li> <li>• Monitor and screen telephone calls, emails and other communication</li> <li>• Prepare documentation as required</li> <li>• Follow up action</li> </ul> <p>Provide administrative support including:</p> <ul style="list-style-type: none"> <li>• Event management</li> <li>• Manage financial processes</li> <li>• Legal Services Branch calendar management</li> <li>• Arrange travel as necessary</li> <li>• Develop and deliver sound administrative systems and processes to assist managers achieve decision making outcomes</li> <li>• Organise external and internal engagement and appointments, using discretion</li> <li>• Understand the business group and branch priorities and business plans and the key agencies with which it interacts in order to inform assessment of priorities or redirection of workflow</li> <li>• Coordinate stakeholder management for the branch</li> <li>• Maintain effective internal and external relationships</li> <li>• Mentoring support staff</li> </ul>
<p><b>Customer focus</b></p> <p><i>Delivers a targeted service to internal and external stakeholders. Works to a high standard and always looks for ways to do things better</i></p>	<ul style="list-style-type: none"> <li>• Identifies the needs or expectations of customers</li> <li>• Treats internal customers with the same courtesies they would extend to external customers</li> <li>• Works hard to meet customer deadlines</li> <li>• Always looks to improve service</li> <li>• Maintains professionalism</li> </ul>
<p><b>Relationship Management</b></p> <p><i>Manage constructive working relationships with work colleagues and external stakeholders to enhance understanding and cooperation needed to achieve desired results</i></p>	<ul style="list-style-type: none"> <li>• Participates as an active team member and contributes knowledge and expertise needed to achieve MBIE's outcomes</li> <li>• Develops effective working relationships with other MBIE managers and staff in order to transfer knowledge and learning from the team to the wider organisation</li> <li>• Builds and maintains effective relationships and partnerships with internal and external stakeholders, as necessary, in order to identify and share best</li> </ul>

Key accountability or deliverable	Indicators of success
	<p>practice information and to promote the Ministry, its products and services</p> <ul style="list-style-type: none"> <li>• Represents whole-of-Ministry views and protects its reputation in any external interactions</li> </ul>
<p><b>Action oriented</b></p> <p><i>Takes responsibility for own work, recognises opportunities and acts with a minimum of direction</i></p>	<ul style="list-style-type: none"> <li>• Takes responsibility for own work</li> <li>• Self-starter</li> <li>• Seeks input if required</li> <li>• Recognises and acts on opportunities</li> </ul>
<p><b>Self-Management</b></p> <p><i>Takes responsibility for own behaviour and is open to development</i></p>	<ul style="list-style-type: none"> <li>• Models positive behaviours</li> <li>• Models the desired values and culture of the organisation</li> <li>• Willingly shares knowledge, expertise and within the team and with others in the organisation.</li> <li>• Acts with honesty and integrity</li> <li>• Welcomes feedback and is receptive to input from others</li> </ul>
<p><b>Organisational commitment and public service</b></p> <p><i>Role model the standards of Integrity and Conduct for the State Services</i></p>	<ul style="list-style-type: none"> <li>• Builds commitment to MBIE’s vision, mission, values and services</li> <li>• Willingly undertakes any duty required within the context of the position</li> <li>• Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents</li> <li>• Complies with all legislative requirements</li> <li>• Adheres to the Ministry’s and State Services Commission Codes of Conduct</li> </ul>
<p><b>Safety and wellbeing</b></p> <p><i>Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents, incidents and near misses</i></p>	<ul style="list-style-type: none"> <li>• Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents.</li> <li>• Ensures own and others’ safety at all times.</li> <li>• Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting.</li> <li>• Reports all incidents/accidents, including near misses in a timely fashion.</li> </ul>

<b>Cultivates Innovation</b>	<p><b>Shape the agenda</b>, creating new and better ways for the organisation to be successful, by</p> <ul style="list-style-type: none"> <li>• Coming up with useful ideas that are new, better or unique</li> <li>• <b>Challenging the status quo</b></li> <li>• Introducing new ways of looking at problems</li> <li>• <b>Generating and adopting new and creative ideas</b>, and putting them into practice</li> <li>• Encouraging diverse thinking to promote and nurture innovation</li> </ul>
<b>Nimble Learning</b>	<p>Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by</p> <ul style="list-style-type: none"> <li>• <b>Learning as we go</b>, when facing new situations</li> <li>• Experimenting to find new solutions</li> <li>• Taking on the challenge of unfamiliar tasks</li> <li>• Extracting lessons learned from failures and mistakes</li> <li>• Being flexible and responsive to changes in requirements</li> <li>• Identifying personal learning opportunities</li> <li>• Finding own solutions where possible</li> </ul>
<b>Collaborates</b>	<p><b>Support others</b>, building partnerships and working collaboratively with others to meet shared objectives, by</p> <ul style="list-style-type: none"> <li>• Working co-operatively with others across MBIE, the public sector and external stakeholder groups to achieve shared objectives</li> <li>• Balancing competing interests and priorities appropriately and in line with MBIE's priorities</li> <li>• Identifying, <b>engaging early</b> and partnering with relevant stakeholders to get work done</li> <li>• Crediting others for their contributions and accomplishments</li> <li>• Gaining trust and support of others.</li> <li>• Addressing behaviours that do not align with our culture</li> <li>• Seeking and respecting the views and opinions of others</li> <li>• Providing timely and helpful information to others across the organisation</li> </ul>
<b>Customer Focus</b>	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> <li>• Gaining insights into customer needs</li> <li>• Delivering quality, accurate, timely service and customer focussed solutions</li> <li>• Identifying opportunities that benefit the customer and will improve service delivery</li> <li>• Building and delivering solutions that meet customer expectations</li> <li>• Establishing and maintaining effective customer relationships</li> <li>• <b>Pro-actively partnering in pursuit of shared goals.</b></li> <li>• Actively seeking and responding to customer feedback</li> </ul>
<b>Action Oriented</b>	<p>Take on new opportunities and tough challenges with <b>purpose, urgency and discipline</b>, by</p> <ul style="list-style-type: none"> <li>• Readily <b>taking ownership</b> and action on challenges, without unnecessary planning, and being accountable for the results</li> <li>• Identifying and seizing new opportunities</li> <li>• Displaying a <b>can-do attitude</b> in good and bad times, and <b>celebrating success</b></li> <li>• Stepping up to manage tough situations and encouraging my colleagues to do the same</li> </ul>
<b>Decision Quality</b>	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> <li>• Making sound decisions, even in the absence of complete information</li> <li>• Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions</li> <li>• Considering all relevant factors and using appropriate decision-making criteria and principles, <b>taking calculated risks</b> where required</li> <li>• Recognising when a quick 80% solution will suffice, and when it will not</li> <li>• Analysing information to make effective decisions in order to improve performance</li> </ul>
<b>Organisational commitment and public service</b>	<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"> <li>• Willingly undertaking any duty required within the context of the position</li> <li>• Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents</li> <li>• Understanding Equal Employment Opportunities (EEO) principles and the</li> </ul>

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application of these to MBIE

- Complying with all legislative requirements and good employer obligations
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### Personal specifications

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#### Skills and Experience

- A proven track record of experience and achievement in a senior executive support role.
  - Wide ranging knowledge of administration systems and processes.
  - Knowledge and understanding of working within a government agency.
  - Excellent relationship management skills.
  - Proven ability to develop trust and credibility at the executive level.
  - Understanding of where the business group or branch fits in delivering outcomes for MBIE.
  - Strong communication, influencing and interpersonal skills.
  - Ability to work effectively in a team environment and to prioritise to achieve MBIE outcomes.
  - Willingness to work in a flexible and dynamic environment.
  - Extensive and comparable relevant experience
  - Must have the legal right to live and work in New Zealand
  - Must consent to and satisfactorily complete a credit check as the role holds financial delegations
  - Any other relevant background requirements
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