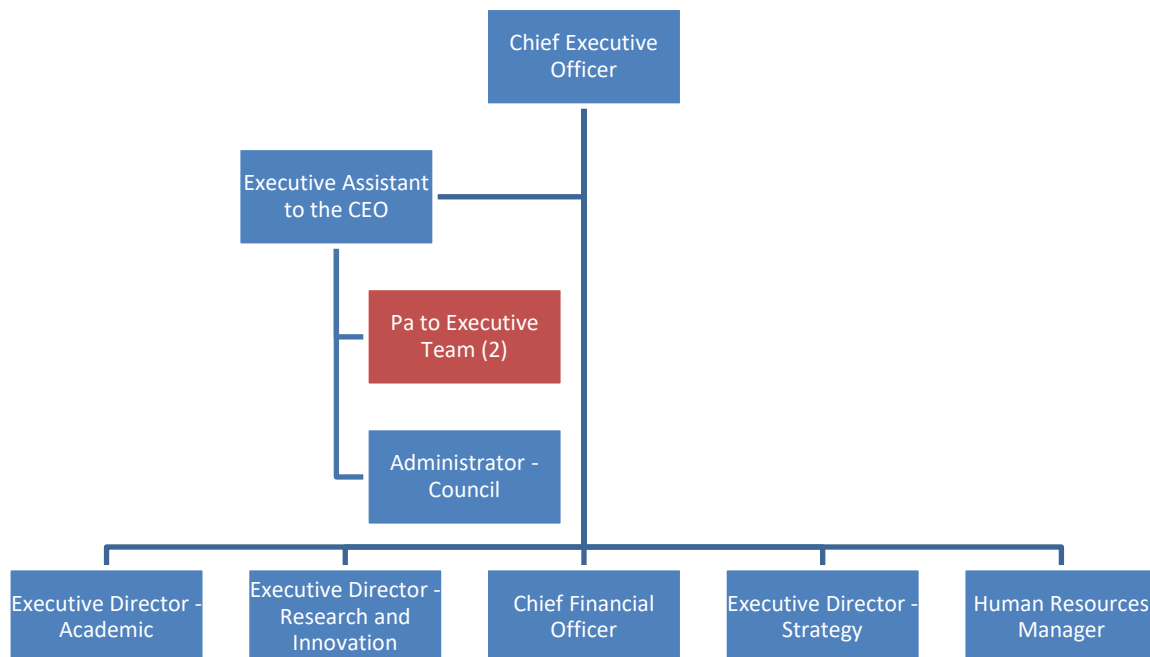


Job Description

Position Title	Personal Assistant to Executive Team	Team/ School:	Office of the Chief Executive Officer
Position Holder		Date	August 2024
Reports to	Executive Assistant to the Chief Executive Officer	Location	Whakatāne
Agreed By (Please Sign)	Position Holder		
	Manager/Team Leader		Date
	HR Manager		Date



STATEMENT

The Wānanga:

- is firmly committed to the principle of equal opportunity for all, and recognizes the need to give practical effect to these responsibilities both as an employer and as an educational provider.
- provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

PURPOSE OF POSITION

The purpose of the position is to provide administrative and secretarial support to the executive management team and work closely with the support team aligned to the Office of the Chief Executive to ensure efficient and effective operations.

DIMENSIONS AND AUTHORITY

Staff Nil

Financial: Nil

RELATIONSHIPS

Internal:

- Chief Executive
- Chief Financial Officer
- Executive Director – Academic
- Executive Director - Strategy
- Human Resources Manager
- CE Office staff
- Council Administrator
- Senior Managers
- Marketing Manager & Team - communications
- Awanuiārangi staff and students

External:

- CE Office visitors and relationships
- Government agencies
- Other tertiary providers
- Community and business organisations
- Iwi and hapū
- Others as required

KEY RESULTS AREAS

The Personal Assistant to the executive lead team encompasses the following major functions or Key Result Areas:

1. Administration and secretarial support
2. Events support and planning
3. Research and reporting support
4. Team and personal effectiveness
5. Effective Communication and client focus
6. Special Projects
7. General requirements of all Wānanga employees

Key Result Areas What am I meant to do?	How do I know I'm successful?
KRA 1: Administration and secretarial support <ul style="list-style-type: none">• Work collaboratively with the executive support team to ensure the smooth operation of the office overall including	<ul style="list-style-type: none">• Positive feedback from the executive lead team.

<p>coverage for the Administrator – Council when necessary.</p> <ul style="list-style-type: none"> • Manage all administrative arrangements and correspondence, requests and enquiries for the executive lead team. • Monitor incoming requests (i.e., mail, e-mails and phone calls) as required, and deal with these where possible and/or as directed by the Executive Assistant. • Manage diaries and make appointments as required. • Meeting preparation briefs (including bios and relationship history for external people and organisations) and prepare papers for all meetings attended by the executive lead team as required. • Make the practical logistical arrangements for planning meetings and appointments and the necessary travel and accommodation arrangements. • Contribute to the efficient management of the schedule and workload, which includes: <ul style="list-style-type: none"> ○ Keeping abreast of priorities and supporting the executive lead team with workload management. ○ Acting as the contact point for questions and queries who are seeking information or updates from the executive lead team. ○ Receiving and compiling feedback, information or input requested by the executive lead team. • Provide comprehensive secretarial support for agreed meetings including project working groups - compiling agendas and documents for meetings, making logistical arrangements, taking and disseminating minutes/notes in a timely manner, coordinating follow up processes/actions and ensuring records are filed appropriately. • Ensure documentation is filed, archived and kept in order and aligned to the Public Records Act 2005 requirements of the organisation. 	<ul style="list-style-type: none"> • Travel arranged is timely, and relayed to recipient. • Executive lead team members are kept up to date with feedback and enquiries from staff or external stakeholders • Diaries accurately maintained. • Briefing papers are prepared and provided prior to appointments and meetings. • Meetings, appointments, travel and accommodation bookings are timely, and relayed to recipient. • Workloads are well-managed as required by the executive lead team. • Timely and accurate secretarial support and project working groups to standards required by executive lead team.
<p>KRA 2: Events support and planning</p> <ul style="list-style-type: none"> • Organise and, where required, take control of all aspects of the planning, organisation, logistics and on the day management of events booked by external parties booked through the CEO Office and held on the Whakatāne campus, including: 	<ul style="list-style-type: none"> • All aspects of all events overseen by the CEO are organised and well planned. • Minimal disruption occurs. • Communication between parties is clear. • Communication between departments is clear.

<ul style="list-style-type: none"> ○ Booking rooms, equipment, catering, speakers, and entertainment. ○ Coordinate invite lists, issue invitations, receive RSVPs and any other communications required with attendees and participants for events undertaken by the CEO Office. ○ Manaaki is upheld on behalf of the CE office and co-ordinated in terms of tikanga of TWWoA ○ Liaise with various departments on staffing and equipment requirements for events. ○ Help to set up and be on hand to coordinate activities during the events including preparation, delivery and packdown of event and logistics requirements. ○ Work with the wider CEO team to coordinate. ● Organise, and where required, take control of special events driven by the Office of the CEO. ● Ensure communications of events is disseminated through the appropriate internal/external channels, liaise with the Marketing team in the right manner ● Work collaboratively with the support team aligned to the executive office for all events. 	<ul style="list-style-type: none"> ● Feedback is positive.
<p>KRA 3: Research and reporting</p> <ul style="list-style-type: none"> ● Support research activity and provide business writing and presentation support in relation to CEO requirements. This includes: <ul style="list-style-type: none"> ○ Undertaking research and information gathering for the preparation of reports to ELT and Council (as requested and agreed) ○ Undertaking research that supports executive lead team presentations. ● Prepare initial reporting requirements for the office as required, such as: <ul style="list-style-type: none"> ○ Preparing power-points and other presentations for executive lead team. ○ Preparing papers and analysing data for meetings chaired by executive lead team members. 	<ul style="list-style-type: none"> ● Research outcomes provide accurate information for use by the executive lead team. ● Reports and presentation material are produced on time and in accordance with the scope of the request. ● Minimal need for editing by the executive lead team.
<p>KRA 4: Team and personal effectiveness</p>	

<ul style="list-style-type: none"> • Provide relief to other colleagues during leave or peak workload. • Document critical functions within areas of responsibility. • Where appropriate carries out co-ordination duties effectively and efficiently. • Continual updating of own knowledge and skills relating to technology, administrative systems and other related to the position. • Work in cohesion with the CEO support team, fostering a spirit of teamwork and collaboration of whanaungatanga for the office. • General office maintenance of the CEO office to ensure the area is professionally presented and welcoming for all manuhiri and guests. 	<ul style="list-style-type: none"> • Team are supported as required. • Feedback evidences good communication is fostered with the team and other staff members. • Work processes are updated on an annual basis. • Professional development and training is undertaken as required.
<p>KRA 5: Effective communication and client focus.</p> <ul style="list-style-type: none"> • Assist in maintaining effective relationships with clients and external agencies. • Communication of CEO office activities is conducted appropriately both internally (staff, council and management) as well as externally (liaison with Marketing team for media) 	<ul style="list-style-type: none"> • Effective relationships are maintained. • Effective communication with stakeholders. • A strong customer focus is maintained.
<p>KRA 6: Special projects</p> <ul style="list-style-type: none"> • Undertake special projects and other tasks when required by the EA to CEO or executive leadership team. • Assist and manaaki other CEO and/or organisational events as directed. 	<ul style="list-style-type: none"> • Special projects are undertaken professionally and planned objectives are achieved.
<p>7. General requirements of all Wānanga employees</p> <ul style="list-style-type: none"> • Possess a student-centric work ethic. Actively seek to provide the best possible service to our students; • Promote the Wānanga as a positive and dynamic learning environment; • Commit to providing quality education; • Strive for high student retention and success; • Meet your obligations under the Health and Safety at Work Act 2015 by; <ul style="list-style-type: none"> ○ Being responsible for maintaining a safe and healthy workplace ○ Following health and safety rules, policies and procedures, ○ Reporting accidents, injuries and unsafe equipment, practices or conditions ○ Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others; • Under the Public Records Act 2005, everyone working within Te Whare Wānanga o Awanuiārangi is responsible for creating and maintaining full and accurate records of the activities of the organisation, carried out within established records management guidelines. • Be culturally aware and EEO in all aspects of work and development; • Participate in the Wānanga appraisal process; • Improve and develop yourself through training and professional development opportunities; • Undertake any other key duties as agreed with your line manager. 	

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

Person Specification

Technical/Professional Qualification	
Essential	Desirable
<ul style="list-style-type: none"> Graduate qualification in business A current, unrestricted private motor vehicle licence. 	
Experience	
<ul style="list-style-type: none"> At least 5 years' experience in an executive/ personal assistant role. Previous committee secretary experience providing formal meeting agenda, minutes, correspondence, and record management support. Experience with event management or co-ordination. Experience researching for, compiling, writing, and generating reports. Experience using a range of Microsoft Office suite including advanced skills using Outlook, Word, Excel and PowerPoint, and intermediate skills using SharePoint and Teams and other digital platforms. 	<ul style="list-style-type: none"> Experience in the tertiary sector Experience in kaupapa Māori organisations
Skills/Knowledge	
<ul style="list-style-type: none"> Ability to engage, communicate and work with others across the organisation Excellent interpersonal and relationship building skills Knowledge of Te Reo Māori to at least an intermediate level or a willingness and commitment to improving Te Reo Māori beyond basic. A working knowledge and understanding of tikanga Māori and its application in the tertiary sector and within Wānanga. 	<ul style="list-style-type: none"> Advanced Te Reo Māori and Tikanga Māori knowledge and skills.
Competencies	
Values Alignment	Looks Like
Aligning personal values with organisational values. Modelling commitment to organisational	<ul style="list-style-type: none"> Examines and clarifies personal values and behaviours

values. Identifying and committing to personal goals, aspirations, and values, and integrates these into practice.	<ul style="list-style-type: none"> • Communicates and models organisational values • Uses organisational values in decision-making • Manages own personal development and learning
Customer Service Proactively develops student/customer relationships by making efforts to listen to and understand the taura/customer (both internal and external); anticipating and providing solutions to taura/customer needs; giving high priority to taura/customer satisfaction.	<ul style="list-style-type: none"> • Focuses on taura/customer needs and meets or exceeds their requirements • Clarifies taura/customer needs • Confirms satisfaction • Listens and empathises • Develops approaches that provide total solutions for taura/customers
Work Standards Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.	<ul style="list-style-type: none"> • Sets high performance standards • Emphasises high standards to others • Shows pride when standards are met • Shows dissatisfaction with substandard performance
Attention to Detail Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.	<ul style="list-style-type: none"> • Clarifies details of tasks • Completes all details • Checks outputs for accuracy and completeness • Follows established procedures • Maintain checklist to cover details
Results Orientation Establishing a course of action individually or with a team to accomplish specific goals which are challenging and beyond current expectations. Working with team members to plan their assignments and appropriate allocation of resources. Establishing procedures to analyse and monitor the results of delegations, assignments or projects	<ul style="list-style-type: none"> • Sets clear, challenging accountabilities and performance objectives and measure the results • Commits to action individually, or in the team
Technical/Professional Knowledge Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.	<ul style="list-style-type: none"> • Understands technical terminology and developments • Knows how to apply a technical skill or procedure • Knows when to apply a technical skill or procedure • Performs complex tasks in area of expertise
Teamwork/Collaboration Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared	<ul style="list-style-type: none"> • Contributes to team development, shares ideas and achievement of results

<p>values in creating a high performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.</p>	<ul style="list-style-type: none"> • Clarifies roles and responsibilities, and priorities • Looks to help others • Supports team decisions and shares accountability within the team • Works co-operatively and exchanges information freely
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TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakīia ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

MISSION

Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.

Parau ana tēnei ara whaingā, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.

Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.

Haere mai... Me haere tahi tāua.

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

Thus, we can stand proudly together with all people of the world. This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.

VALUES

Manaakitanga: To respect and care for students, our manuhiri, our communities and each other.

Whanaungatanga: To value all relationships and the kinship connections with our students, our communities and each other.

Kaitiakitanga: To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

Pūmautanga: To commit to excellence and continuous improvement in everything we do.

Tumu whakaara: To inspire and ethically lead through example and outstanding practice.

BACKGROUND

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhukatanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and is reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples, and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at three locations – Whakatāne Campus, Tāmaki Makaurau site (*Auckland*) and Kaikohe site. We also deliver on marae across the Te Ika a Maui (*North Island*).

OFFICE OF THE CEO

The Office of the Chief Executive develops and maintains:

- The strategic direction of the organisation
- The academic integrity of Te Whare Wānanga o Awanuiārangi
- Relationships with stakeholders including iwi, government agencies, other tertiary providers, the wider community and staff
- Institutional reporting to Te Whare Wānanga o Awanuiārangi Council and government agencies.