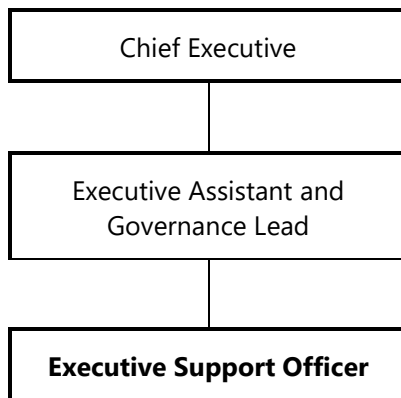


POSITION DESCRIPTION



Job Title:	Executive Support Officer
Responsible To:	Executive Assistant and Governance Lead
Responsible For:	Nil Staff
Position Purpose:	<p>This job exists to:</p> <ul style="list-style-type: none">• <i>To assist the Management team by providing a high standard of administrative support which supports the delivery of Ōpōtiki District Council's overall objectives at an executive level.</i>• <i>Support the corporate services team by providing administration and information management support.</i>• <i>Support the governance team by providing event and executive meeting support.</i>
Date:	December 2024

ORGANISATION CONTEXT



IMPORTANT FUNCTIONAL RELATIONSHIPS

External

- Residents and ratepayers
- Council customers
- Telephone customers
- Various government agencies
- Local government NZ
- Other local authorities – support staff for Mayors and CE's
- Travel suppliers
- Service Providers

Internal

- All staff
- Elected Members

KEY RESULT AREAS

The position of **Executive Support Officer** encompasses the following functions or Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
<p>Administration Support</p> <ul style="list-style-type: none"> • Provide high quality administrative and secretarial services to the executive leadership team. • Provide back up and support to the Executive Assistant and Governance Lead and the Governance Officer • Collate information and prepare draft reports as required. • Maintain systems for records and databases as required. • Coordinate meetings, prepare agendas and take minutes as required. • Make arrangements for venues, catering, presentations and other logistics. • Prepare letters, memos, spreadsheets and presentation material. • Monitoring i-request e-mails and LGOIMAs, including LGOIMA reporting, when the Information Management Officer is absent from the office. • Inwards mail: where appropriate, digital, and physical mail is scanned, coded, filed and distributed on time. • Provide assistance with Election campaigning. • Taking notes at Council workshops. 	<ul style="list-style-type: none"> • All administrative and secretarial work complies with internal policy/ODC standards and statutory requirements. • Work is conducted in an efficient and timely manner. • Queries are dealt with in a professional and courteous manner. • Effective, professional relationships are developed and maintained with internal and external contacts. • Confidentiality is maintained at all times. • Communication flows with EA/GMs are effective. • Council and committee meetings: room set-up including AV support, catering and beverages are arranged in a timely and professional manner.
<p>Executive Assistant to General Managers</p> <ul style="list-style-type: none"> • Monitoring incoming e-mails, and follow up with GM's for replies as appropriate • Ensure that section deadlines are met and that the section meets statutory and organisational requirements for LGOIMA's etc. • Filing emails as appropriate in Objective • Screening incoming calls • Managing diaries and appointment management • Planning and co-ordinating catering of meetings when required • Preparation/formatting of GM's outwards correspondence if required • Undertaking research and providing relevant information to GMs in relation to Council and Committee reports and project work. • Assisting with drafting Council and Committee reports. 	<ul style="list-style-type: none"> • Assistance is provided in a professional and timely manner with attention to accuracy. • GMs are organised and attend meetings at the right time with the correct agenda/support information • GM's respond to correspondence in a timely manner and customers receive excellent customer service for enquires. • Objective folders are kept up to date

<ul style="list-style-type: none"> • Undertake any relevant training to adequately assist staff in specialist areas. • Any other ancillary support as needed. 	
<p>Travel and accommodation bookings</p> <ul style="list-style-type: none"> • Manage travel bookings for staff and GMs • Reconciling and arranging appropriate cost recoveries for travel and accommodation • Managing relationship/discounts with regular suppliers. 	<ul style="list-style-type: none"> • GM and Staff travel and accommodation arrangements are executed in a timely, accurate and cost-effective manner. • Travel and accommodation bookings are undertaken at best value.
<p>Relationship Management</p> <ul style="list-style-type: none"> • Establishing and maintaining close working relationships with internal and external contacts including local authorities, ratepayers, consultants and contractors • Representing Council at appropriate Local Government conferences and seminars and other networking events. 	<ul style="list-style-type: none"> • Effective, professional relationships and partnerships are developed and maintained with internal and external contacts • Professional image is conveyed in public forums • Issues relevant to Local Government and the Council are well presented.
<p>Personal Development</p> <ul style="list-style-type: none"> • Develop and maintain professional knowledge and contacts. • Ensuring the relationship with internal staff, elected members and the community is positive and constructive. 	<ul style="list-style-type: none"> • Identify and undertake sufficient training to maintain knowledge to undertake allocated tasks • Attend training opportunities relevant to position and the Council.
<p>Health and Safety</p> <ul style="list-style-type: none"> • Take all reasonable care to ensure the health and safety of yourself and others. • Comply with Ōpōtiki District Councils Health and Safety Policy and Procedures and any other reasonable instructions 	<ul style="list-style-type: none"> • Events, near misses and injuries are reported in accordance with organisations requirements. • Engage in and promote health and safety in the front of house and related work areas.
<p>Civil Defence</p> <ul style="list-style-type: none"> • Undertake necessary training to ensure Preparedness for Emergency Management. 	<ul style="list-style-type: none"> • Support is provided during an emergency.

Other duties expected of position holder:

Undertake any other duties and functions as may be requested of you by your Manager.

Note:

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

PERSON SPECIFICATION

- Strong verbal and written communications skills.
- Judgement/problem solving skills.
- Good relationship management skills.
- Strong planning and organising skills.
- Able to remain calm under pressure.
- Advanced computer literacy, particularly in Microsoft Outlook, Word, PowerPoint, and Excel.
- Above average typing speed and minute recording experience.
- Minimum of five years' experience in administrative support role
- Experience with scheduling and diary management
- Intermediate knowledge of Local Government processes and protocols
- Understanding and commitment to customer service

Key Job Competencies

- Ability to interact with a diverse range of people and customers
- An ability to manage a busy workload, to prioritise as circumstances dictate and produce high levels of accurate output.
- Experienced in handling issues of great sensitivity and able to act tactfully and to maintain high levels of confidentiality
- Excellent time management and organisational skills
- Self editing, grammar and written skills
- Ability to categorise work to establish priority tasks
- High standard of interpersonal, oral, and communication skills
- Able to maintain confidentiality

Manager

Date

Position Holder

Date