POSITION DESCRIPTION

TITLE OF POSITION Personal Assistant and Office Administrator	SERVICE AREA AUT International	
REPORTS TO Director International	LAST REVIEWED July 2021	SALARY BAND Band B

PURPOSE

AUT International is led by the PVC International and has responsibilities in international recruitment, marketing, relations and partnerships. AUT International work with the four academic Faculties and relevant Directorates to provide central leadership and support of the implementation of international plans.

The purpose of this position is to provide professional administrative support and personal assistance to the Director International and coordinate day-to-day smooth and effective administration of the AUT International office.

The role will ensure the Director receives exemplary personal assistance, managerial and administrative support. You will be expected to work with or without supervision and within time constraints and often under pressure. In this role you will be required to use initiative to deal with a wide range of tasks efficiently and promptly.

Excellent writing skills in drafting communications, newsletters and presentations and experience in minute taking are essential.

KEY RELATIONSHIPS

External	Internal
Agents and institutional partners	Director International
Government agencies	Pro Vice-Chancellor International
Service and product suppliers	Director International Relations and Recruitment
Contractors	AUT International Staff
Other Universities and tertiary providers	Brand and Marketing
Alumni	Other areas of the University
Advisory Groups	Other internal groups

KEY ACCOUNTABILITIES

RESPONSIBILITY	EXPECTED OUTCOMES
Provide high-level personal assistance and maintence of schedule support for the Director International, and other Senior Managers of International	▪ Effective diary and e-mail management; meeting scheduling; electronic and hard-copy filing; preparation of standard letters and other personal assistance tasks are carried out accurately and within agreed time- frames to a high standard on behalf of Director. ▪ Organise travel bookings and services for the Director efficiently and in accordance with AUT policy and financial guidelines. Costs are maintained withinbudget parameters. ▪ The PA is privy to the most classified kind of information, being present for meetings with all members of the senior management team. This will include direct access to sensitive in-house information that will require the PA to be trustworthy and all information learnt to be kept confidential and not to be passed on to other parties. Confidentiality and

RESPONSIBILITY	EXPECTED OUTCOMES
	attention to detail are always maintained and all issues are handled with sensitivity and discretion. ▪ Attend to all correspondence for the Director treating all information with confidentiality, ensure all matters arising are actioned and dealt with accordingly and confidential human resource correspondence is filed. ▪ Correspondence is produced with a high standard of grammar and formatted in accordance with the agreed University standard of business writing guidelines. ▪ Drafting responses to correspondence involving routine matters without consultation or supervision, in readiness for sign off and approval by the Director. ▪ Ensure technical assistance is provided where immediate asisstance from IT services may not always be possible
Provide documentation assistance to the Director	▪ Assist the Director with all forms of documentation including powerpoint presentations, summarising reports, spread sheets and documents as required. Research and preparation and collation of documentation will often be required and the verification of data and facts to prepare and ensure the Director is fully briefed before meetings and presentations. ▪ Research information to assist the Director. This will require integrity and reference to credible sources. ▪ All communication is professionally formatted in accordance with departmental business writing guidelines. ▪ Other documentation such as PowerPoint presentations for seminars are prepared to a high level of professionalism and within agreed time-frames.
Provide general administrative support	▪ Maintain accurate and up-to-date databases and records management as required ▪ Initiate and distribute communications of general interest ▪ Responses to enquiries and requests for information are delivered accurately and promptly ▪ Provide administrative and marketing support to projects on behalf of, or in conjunction with the Director International ▪ Complete all designated tasks related to special projects efficiently and effectively ▪ Actively contribute to activities associated with the enhancement of team performance and the achievement of departmental, team or organisational goals. Update and maintain meeting notes and projects list for continuous development of processes andsystems where required.

RESPONSIBILITY	EXPECTED OUTCOMES
	▪ Assist where possible with public relations initiatives, promotional activities and events. ▪ Assist with special projects or other tasks as may be required from time to time. ▪ Organise calendar appointments for the wider Faculty Office where resources for internal or external meetings are needed. This could include events, Christmas function, staff farewells, welcomes, Powhiri. ▪ Update and maintain the travel register
Act as secretary to various meetings or committees (as required)	▪ Responsibility is taken for the effective handling of all planning, administration and documentation for Team Meetings, International Strategy Committee and any other meetings. ▪ Prepare agendas, collate committee papers and any associated documentation for distribution ▪ Accurately record minutes and distribute to committee meetings within the agreed time frame ▪ Where necessary, catering will be organised
Human Resources and Staff Recruitment administration	▪ Documents are established, maintained accurately, and enhanced to provide quality information as required by the Director (i.e. Events Calendar, Staff Holiday Leave Calendar, Contacts, Staff Positions, Staffing Spreadsheets etc.) ▪ Assist in the drafting of position descriptions, recruitment advertisements ▪ Process through HR Recruitment software new staff vacancies from the pre- to post appointment. This includes organising interviews, selection panels with appropriate documentation, interview questions, follow up correspondence etc. ▪ Liaise with AUT Temps on Campus for the employment of temps ▪ Arrange account creation request for new staff ▪ Provide security cards and confidentiality agreements to staff and assist with their induction ▪ Complete appointment forms and initiate signing of employment agreement contracts with new staff appointments for new appointments that report to a member of the Senior Management Team. Assist with all Human Resources enquiries, correspondence, and the completion of all relevant paperwork for new staff appointments.

RESPONSIBILITY	EXPECTED OUTCOMES
	▪ Finalise offer of appointment forms and associated documentation and forward to Human Resources in liaison with the Finance Coordinator and appointing Manger.
Financial administration (In collaboration with Finance Coordinator)	▪ Ensure that all accounts payable are processed and up to date ▪ Working closely with the Finance Coordinator to maintain business records ▪ Process P Card receipts and code expenses
AUT International Specific AUT International works across a range of international regions and cultures and requires all employees to actively develop their cultural understanding and sensitivity to further AUT's progress in the development of its international profile, its international relationships, and to meet the requirements of international students.	
Behaviour delivering on AUT Values – **Tika, Pono me Aroha** **Integrity, Respect, and Compassion** **to support Achievement** Active contribution to the general philosophy and spirit reflected in AUT policies, procedures, and guidelines.	▪ Team performance and the achievement of departmental, team and organisational goals and objectives are actively supported ▪ A mindful focus on equity and diversity is maintained and reflected across all areas of work practice ▪ Knowledge and skills are developed and maintained for minimum competent performance of the current position ▪ Compliance with AUT policy and procedures along with an active contribution to continuous improvement
Health & Safety Active contribution to a safe and healthy work environment and compliance with all associated policy and legislation.	▪ AUT health and safety policies and procedures are understood and followed ▪ Identified hazards are efficiently isolated, addressed and reported ▪ Participation in health and safety audits of work is proactive ▪ An understanding of emergency and evacuation procedures demonstrated

This document covers the full results expected from the position and will form the basis of specific objectives to be agreed and reviewed regularly.

ORGANISATIONAL CONTEXT
As per Delegated Authorities

Roles reporting directly to the Vice Chancellor; Deputy Vice-Chancellor, Deans, Assistant Vice Chancellors, Pro-Vice-Chancellors	Tier 1
Senior Managers, including Deputy and Associate Deans, Heads of Schools, Group Directors, Directors	Tier 2
Managers including Directors, School Managers, Directors of Institutes/Research Centres	Tier 3
This Role	Tier 5

Description

This role forms part of a matrix model working closely with, Brand and Marketing, Faculties and essential Student Support Services.

COMPLEXITY

This role works co-operatively and collaboratively with a number of teams and roles across the University, Faculty and Schools and requires flexibility and the willingness and ability to integrate individual duties with thework of others to achieve team goals. There is a requirement for a high level of customer service towards staff, visitors and students and a 'can-do' attitude with the ability to prioritise tasks.

Although the role of PA follows established guidelines for organisational and administrative assistance and support in accordance with prescribed AUT policy and procedures, a considerable degree of initiative and proactivity is required for this position. Therefore, sound judgement skills and an ability to think widely about the potential impact of responses are essential. Diplomacy and sensitivity are also key requirements as the role often handles information of a highly confidential nature which necessitates an ability to build confidence and trust. A clear understanding of the importance of complete accuracy and the maintenance of discretion and confidentiality at all times is an essential element of this role.

AUTHORITIES

Delegations/Contractual

Nil

Staff

Nil

Financial

Discretionary spending with approved limits, within assigned area of responsibility. E-Procurement system $7,500

PERSON SPECIFICATION

MANDATORY	DESIRABLE
FORMAL QUALIFICATIONS	
A tertiary qualification	
KNOWLEDGE & EXPERIENCE	
▪ Experience as an administrator supporting a senior manager for a minimum of three years ▪ Experience with financial administration processes ▪ Knowledge and practice in the principles of equity and diversity ▪ Experience and proficiency in assisting and dealing with people, from a range of culturesand backgrounds in answering queries and problem solving. ▪ Experience and proficiency in Microsoft Office suite of applications. ▪ Experience in office administration procedures is required with a high level of managerial support. ▪ Knowledge of aptitude of new technologies and proficiency in online services. ▪ Knowledge and practice in the principles of equity and diversity.	▪ Experience working in the higher education sector with international students. ▪ Understanding of HR practices ▪ Marketing and Communications knowledge would be advantageous
SKILLS	
▪ Ability to accurately record meeting minutes is essential. ▪ Well-developed interpersonal skills and the ability to advise and influence others and work across a multi-cultural context ▪ Excellent written and oral communication skills, in particular writing in English, working with the public and the ability to convey complex issues concisely and clearly ▪ Excellent organisational skills, including the ability to organise events if required ▪ High level of IT literacy, including desktop applications – MS software, databases and an understanding of digital communication ▪ Self-management skills (organisation and time management) ▪ Ability to work well within a team ▪ Strong analytical skills to provide proactive solutions to agents, students and the public ▪ Strong intercultural skills ▪ Ability to maintain confidentiality ▪ Ability to establish rapport with international visitors and students ▪ Ability to provide advisory services	▪ Proficiency in one or more foreign languages ▪ Project management skills would be an advantage. ▪ Crisis management skills
ATTRIBUTES	
▪ Cross-cultural competence ▪ Willingness to work across time zones ▪ Capacity to work as a team member across broad networks	▪ Positive demeanour with a sense of humour.

▪ Ability to work flexibly under conditions of resource constraint and to manage the uncertainty associated with a dynamic environment ▪ Thinks strategically and creatively but be operationally effective with attention to detail ▪ Always maintains confidentiality and discretion. ▪ Diplomatic and tactful. ▪ Open to new and different ways of working. ▪ Honest and reliable. ▪ Flexible, collaborative with a “can-do”approach to work. ▪ Ability and desire to complete tasks andprojects.	