

POSITION DESCRIPTION

TITLE: Team Leader Business Support / Executive Assistant to Mayor	VACANCY NO: <i>(applicable for recruitment only)</i>
GROUP: Strategic Policy & Performance	
REPORTS TO: Head of Office of Mayor and Chief Executive	DIRECT REPORTS: 4
LOCATION: Any Council Location	DATE: November 2021

Purpose of the position:

- To provide Executive Assistant support to the Mayor to support the delivery and achievement of the Mayor's vision and strategic objectives.
- To supervise the business support team and ensure the delivery of high quality support to elected members and the Mayor.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development. • Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Oversee events, management of reception, hospitality and all business support functions for the Mayoral office. • Establish clear objectives, priorities and outputs for the administrative team. • Provide cover for other team members when required.
Executive Assistant to Mayor	<ul style="list-style-type: none"> • Develop and maintain understanding of key priorities and respond to priority issues effectively

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Provide high level and professional executive assistant support to the Mayor ensuring the effective use of time in a confidential and efficient manner through: <ul style="list-style-type: none"> ○ Proactive diary management and support by aligning scheduling with priorities. ○ Ensuring the Mayor has received all the appropriate information in preparation for meetings and appointments. ○ Screening incoming mail, e-mail and phone calls, redirecting, delegating and prioritising as appropriate. ○ Informing on priority issues, researching and preparing background information as appropriate. ○ Co-ordinating management and resolution of issues. ○ Provide high level secretarial assistance and support to Mayor. ○ Assist with preparing the Mayor's papers. • Liaise with other team members to coordinate Mayoral functions including organising catering, determining technology requirements and arranging travel and accommodation where necessary • Manage disruptions to minimise impact and maintain key stakeholder relationships. • Research and coordinate a range of key projects and issues on behalf of the Mayor. • Disseminate relevant information to key stakeholders. • Maintain database of Mayor contacts. • Assist in the preparation and maintenance of procedures in accordance with Council policy and quality systems. • Apply diplomacy at all times. • Assist with coaching the Mayor and Councillors on how to engage services or requirements for smooth process operations.
Process Excellence	<ul style="list-style-type: none"> • Manage support processes in line with best practice guidelines. • Manage confidential information to ensure access is available only to those nominated by the Mayor. • Maintain, prepare and coordinate records, reports and correspondence in a highly confidential manner. • Develop, implement and continuously improve office management systems. • Play an active role in identifying, developing and implementing process improvements that lead to cost savings or increased internal client satisfaction.
Relationship Management	<ul style="list-style-type: none"> • Build and maintain relationship of trust and respect with the key stakeholders. • Develop and maintain effective networks to ensure Mayor is fully appraised on relevant issues. • Display a sound level of political judgement and sensitivity in dealing with colleagues, associates and team members, including elected representatives and external stakeholders. • Work collaboratively with internal and external stakeholders including local authority staff, Members of Parliament, Business Executives and members of the Public to enhance Mayor and Council reputation. • Network with all Executive Support and administration staff to ensure consistency across the Council. • Be a team player by maintaining a flexible, willing approach to ad-hoc service needs.

Key Areas Of Accountability	
Health & Safety	<ul style="list-style-type: none"> Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Assistant Chief Executive	Reports to
Mayor	Provide executive administration duties to
Team Members	Provide leadership and strategic direction to
General Managers	Liaises with
Executive Support team	Liaises with
Other Council staff	Liaises with
External	Nature of the Relationship
Other local authorities	Communicates and liaises with
Members of Parliament	Communicates and liaises with
Government Departments and Agencies	Communicates and liaises with
Senior executive assistants in external stakeholder organisations	Communicates and liaises with
Business Leaders	Communicates and liaises with
Citizens and community	Communicates and liaises with

Formal Qualifications and Training	Required	Desirable
Minimum National Certificate Level 5 (i.e. National Certificate in Business Administration) or experience in a similar role	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 7 years' experience in an Executive Assistant role to a Minister, CEO or equivalent	✓	
Previous experience in a leadership role	✓	
Experienced in risk assessment or dealing with issues	✓	
In-depth knowledge of administrative systems and procedures, with strong computer skills in Microsoft Word, Excel, PowerPoint and Outlook	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Well-developed communication and interpersonal skills, with advanced written and oral communication skills, including experience in letter and report writing with a very high level accuracy in spelling and grammar	✓	
Highly developed attention to detail and ability to maintain a high level of accuracy in all work areas	✓	
Experience in managing senior executive internal relationships in both formal and informal contexts	✓	
Ability to work collaboratively with all levels across the organisation	✓	
Highest possible levels of confidentiality, trust, loyalty and discretion	✓	
Able to handle pressure, stress and interpersonal challenges	✓	
Ability to act with speed and precision	✓	
Lateral thinking and flexible problem solving skills	✓	
Political neutrality	✓	
<p>Leadership: Motivating and empowering self and others.</p> <ul style="list-style-type: none"> • Creates an engaging environment where people want to do their best. • Is a visible leader engaging with people inside the organisation and externally. • Supports people, at all levels, to be empowered and accountable. • Tailors leadership style to the situation and has a range of persuasion and influencing techniques. • Creates a safe and healthy work environment, characterised by genuine staff involvement and ownership. 	✓	
<p>Customer Focus: Focusing on our internal and external customers.</p> <ul style="list-style-type: none"> • Ensures teams/units/groups and organisation stay focused on the agreed customer priorities. • Creates an environment where effective relationships with customers and communities are developed, maintained and encouraged. • Includes customer and service focused outcomes in strategies, organisation wide planning and policy making. 	✓	
<p>Focus on Results: Delivering what has been agreed and celebrating outcomes/results.</p> <ul style="list-style-type: none"> • Maintains commitment and focus on what has been agreed. • Creates a climate where high performance is enabled and results can be delivered. • Encourages the sharing of progress and achievements across unit/group/organisation. • Takes calculated risks in order to enable the delivery of better results. 	✓	
<p>Working Collaboratively: Working together within and across the organisation</p> <ul style="list-style-type: none"> • Takes a visible, lead role in driving cooperation and collaboration between units and groups. • Supports and enables multi-disciplinary teams to work together to get things done. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Encourages dialogue to remove barriers between teams, units and groups. • Builds effective relationships between Elected Members and the organisation. 		
<p>Embracing Change: Initiating and being part of change.</p> <ul style="list-style-type: none"> • Creates an environment where curiosity, ideas and continuous improvement is encouraged. • Initiates and drives strategic change which enables better delivery for the group and organisation. • Plans change taking all factors into account. • Champions change through implementation and into business as usual. • Monitors the amount and pace of business change and takes appropriate action. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:

