

Whakaaturanga Mahi - Job description

Job details

Job title:	Executive Manager, Chief Executive's Office
Reports to:	Chief Executive
Direct reports:	Functional reporting relationship with the Administration support staff (three)
Role:	1.0 FTE
Key relationships:	Executive Manager, Governance and Assurance Enable New Zealand Board Chair Enable New Zealand Limited Board Committee members Finance Risk and Audit Committee Chair and members Executive Leadership Team Senior managers and other Enable New Zealand staff Government agencies/funders – ACC, Whaikaha and Health NZ External stakeholders Third party/contracted providers
Location:	Palmerston North (predominantly office based)

Ko wai mātou - Who we are

Our purpose is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for disabled people and their whānau on behalf of Whaikaha – Ministry of Disabled People (**Whaikaha**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou - What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi - Role purpose

The primary purpose of this role is to oversee and manage the executive office through providing high-level proactive, quality and comprehensive executive level support to the Chief Executive (**CE**). The position is also responsible for stakeholder management and providing oversight to the administration staff.

The Executive Manager, CE's Office, will lead the development and implementation of strategically aligned initiatives as agreed with the CE. The role will work closely with the Executive Manager, Governance and Assurance to ensure the Board and Committee work programme is managed seamlessly.

The position supports the effective and efficient functioning of the CE Office and contribute to the Executive Leadership Team (**ELT**) through providing support, engagement and advise which includes being an active participant in team discussions.



Ngā mahi haepapa - Role responsibilities

Key objectives	Responsibilities
Chief Executive Administration Support	<ul style="list-style-type: none"> Act as the CE's main point of contact, anticipating needs, assess requests to prioritise urgent and important matters, and troubleshoot and initiate action to facilitate resolution and problem solving. Manage diary appointments, scheduling, organising and prioritising meetings often with conflicting deadlines or where schedules are tight and demanding. Manage incoming emails and correspondence on behalf of the CE and respond directly where appropriate. Pre-empt the needs of the CE to ensure that they are provided with the information and resources they need to prioritise, prepare and undertake their work activities in an informed way. Produce work that is accurate and professionally presented, with completion deadlines met. Ensure the CE receives draft papers and updates from the Executive Leadership Team in a timely manner. Organise regular catch ups with all direct reports. Manage media and Official Information Advice (OIA) requests received through the CE office. Manage CE travel arrangements to ensure ongoing and effective engagement both internally and externally. Draft correspondence and reports as required for the CE.
Planning	<ul style="list-style-type: none"> Work with the Executive Manager, Governance, and Assurance to manage board reporting requirements for the CE. Oversee the ELT meeting cadence and annual programme of work, including the management of operational and strategic meetings (and other forums) including preparing presentations and arranging facilities. Produce and disseminate agendas, papers, and draft minutes for meetings and associated follow up actions, within agreed time frames. Oversee social event planning, team building including accommodation and catering for each function. Oversee the development of an Organisation Business Continuity Plan.
Records Management	<ul style="list-style-type: none"> Ensures compliance with Records Management Act for the creation, maintenance and disposal of organisational records. Implements policies and procedures to allow for the efficient management of records to enhance accessibility, security and auditability.
Relationship Management	<ul style="list-style-type: none"> Establish and maintain effective working relationships and channels of communication with a wide range of internal and external stakeholders such as external funding bodies. Maintain a social media presence for the CE: drafting tweets to send out on projects being launched, identifying key debates for them to engage in, and ensuring their online presence is maintained by working closely with the communications team.

Key objectives	Responsibilities
	<ul style="list-style-type: none"> Act as the trusted advisor and confidant for internal and external queries to the CE's office and communicate on behalf of the CE and ELT as required. Manage and oversee the CE's internal communication and engagement plan with staff. Manage and oversee the annual Year in Review document.
Leadership and Management	<ul style="list-style-type: none"> Support and coach administrators to foster cross functional collaboration and shared ways of working. Monitor information by establishing and maintaining effective processes, procedures, and systems for the management of all data and documentation within the CE's office. Ensure all records are maintained electronically and can be easily accessed.
Consistently deliver a high standard of work and role model organisational values	<ul style="list-style-type: none"> Comply with relevant organisation policies, processes, standards, and procedures. Champion change, be a driver for continuous improvement and proactively identify opportunities for processes to be streamlined and aligned. Be discreet and display tact, diplomacy, cultural sensitivity and awareness, and effective communication skills. Always behave in a strictly professional manner, maintaining strict privacy and confidentiality standards and acting as a good role model for others.
Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation	<ul style="list-style-type: none"> Is familiar with all health, safety and wellbeing policies, processes, and procedures as they affect the work environment. Ensure that safe working procedures are practised, and no person is endangered through action or inaction. Is aware of and can identify hazards and act, accordingly, including preventing or minimising the adverse effects of hazards. Can apply Enable New Zealand's emergency procedures, including use of safety equipment and materials. Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi - Treaty of Waitangi and Equity	<ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions. Apply knowledge of principles and policy drivers for equity outcomes for the disability community

Ngā āheitanga matua - Key Competencies

The ideal person for this role must be able to work independently at times under pressure, be extremely organised with an eye for detail but will be one of those special people who also has a big picture perspective and be able to communicate effectively. The ability to interact with staff, Board and Committees at all levels in a professional manner is crucial to this role. The ideal person will also be comfortable working at Board and senior executive level and will be effective in managing the tasks associated with the effective functioning of the CE's office.

Qualifications and Experience

Essential

- Considerable experience working in a senior executive administrative role in a busy and/or complex environment.
- Considerable experience working for a senior manager/executive in an environment where confidentiality, judgement and discretion are paramount.
- Excellent computer literacy, particularly Microsoft Office, with an emphasis on Word, Outlook, and PowerPoint.
- Ability to juggle competing demands and multi-task in a busy environment. Can prioritise, forward plan, cater for contingencies and make sound judgements and decisions.
- Well-developed interpersonal skills, with advanced written and oral communication skills, including experience in preparing minutes, letter and report writing with a high-level of accuracy in spelling and grammar.
- Flexible, adaptable, and able to work under pressure and meet constantly changing demands and deadlines.
- Exceptional organisational skills and attention to detail.
- Awareness of and an ability to always maintain confidentiality.
- Able to effectively deal with conflict and to adjust own style to achieve desired outcomes.
- Strong relationship building and influencing skills.
- Strong decision-making ability and well attuned judgement.
- Reflective listener, accurately interpreting meaning and taking actions that reflect complete understanding of the message communicated.

Desirable

- Experience in working in the health and disability and/or public sector.
- Relevant tertiary qualification in business administration or related discipline.
- Understanding of governance legislation, frameworks, and the support needs of governance Board's in the New Zealand health and disability sector.
- Skills and experience utilising project management software and methodologies.
- Advanced technology skills — e.g., supporting videoconferencing equipment and software, workflow management software etc.
- Financial acumen.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, an enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the General Manager, People and Culture (or similar).