

## Position Description

<b>Title:</b>	Personal Assistant	<b>Reports To:</b>	Executive Support Manager
<b>Directorate:</b>	People & Organisation	<b>Direct Reports:</b>	Nil
<b>Status:</b>	Permanent 1.0 FTE	<b>Date:</b>	May 2023

### About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand's largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand's oldest research institution, an education facility, and a major tourism destination. We employ approximately 300 people and have over 200 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, insurances, and an award-winning wellbeing programme.

### Purpose & Context for the Role

To efficiently support the Museum's Executive team, this role is responsible for enhancing Executives' effectiveness through outstanding organisational support, as well as providing exceptional administrative support to the wider Museum staff.

### Accountabilities

Key Tasks:	Key Activities:
<b>Personal Assistance</b>	<ul style="list-style-type: none"> <li>• Manage the business diaries for designated management Executives, including planning and scheduling meetings, conferences and teleconferences.</li> <li>• General administrative support to designated Executives, including Word, Excel, PowerPoint, research, expense claims and procurement.</li> <li>• Assist with the Executive team's correspondence and, where appropriate, take action in regard to any issues to ensure they are resolved (drafts, answers, escalated etc).</li> <li>• First point of contact in designated Executive absence.</li> <li>• Prepare and collate Executive reports, including proof reading, formatting, graphs and feedback as required.</li> <li>• Minute taking and distribution as required</li> <li>• Coordinate completion of Executives official Museum correspondence.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain an up to date electronic and paper-based filing system for the designated Executives.</li> <li>• Action and manage any office hardware issues for Executive e.g. IT or property.</li> <li>• Internal communications assistance as required collating stories/ideas for All-Staff meetings and liaising with HR, Communications and IT.</li> <li>• Keep up-to-date with Museum events and operations and continue to build on institutional knowledge. This includes attending operational team meetings.</li> <li>• Provide back up support for other Executives, in the absence of primary EA.</li> <li>• Provide back up support and cover to other Executive Support team members, both with Executives and other administration or project tasks</li> <li>• Special projects as agreed with designated Executives or manager.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Management of assigned administration tasks.</li> <li>• Assist with daily Reception duties e.g. taxi chits, mail, couriers, phones, and guests.</li> <li>• Assist with training of new Administration staff.</li> <li>• Support the travel booking process for Museum staff.</li> <li>• Assist with occasional Administration systems reviews.</li> <li>• Other duties as required.</li> </ul>
<b>Digital Capability</b>	<ul style="list-style-type: none"> <li>• Uses best practice knowledge management processes for the creation, retention and distribution of digital content and assets, making them searchable, shareable, usable, and relevant across multiple digital channels.</li> </ul>

<b>Important Relationships</b>	
<b>External:</b>	<ul style="list-style-type: none"> <li>• Public, Councils, other Museums and Educational facilities.</li> </ul>
<b>Internal:</b>	<ul style="list-style-type: none"> <li>• Executives, Trust Board, Taumata a Iwi, Trust Board Secretary, Museum Staff and Volunteers</li> </ul>

<b>Our Expectations of our People</b>	
<b>Ensure a healthy and safe work environment</b>	
<ul style="list-style-type: none"> <li>• Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.</li> <li>• Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.</li> <li>• Understands and adheres to emergency and evacuation procedures.</li> </ul>	

- Speaks up about health and safety matters that could affect them or their workmates.
- Actively participates in hazard identification and reporting.
- Makes suggestions on how to improve health and safety at work.

### **Cultural awareness**

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā).
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

### **Digital capability**

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

### **Develop self for current and future employment**

- Knowledge and skills are developed and maintained for competent performance of current position.

## **He Waka Eke Noa – Values & Behaviours**

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- **Authentic** – Understanding our purpose, practicing our values, leading with our hearts
- **Customer Centred** – Creating memorable positive experiences for each other and our audiences
- **Respectful** – Honouring each other, valuing our differences
- **Connected** – Connected to each other, our work, and our communities
- **Growth Mindset** – We treat challenges as opportunities

## **Core Competencies Required**

### **Generosity**

- Displays goodwill towards colleagues and assumes the best of them, letting it go when mistakes are made and giving people another chance.

### **Customer Centred**

- Is always ready to share with and help others, even if they need to go out of their way.

### **Resilience and Optimism**

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

### **Connected**

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

### **Respectful**

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

### **Accountable**

- Holds themselves accountable for their performance, is open to feedback and asks for it.

### **Inclusive**

- Respects that people are free to be themselves and express their identities.

## **Additional Competencies Required for this Role**

Success in this role requires the following additional competencies.

### **Action Oriented (Connected to our mahi)**

- Understands individual and organisational goals and works conscientiously to achieve them.

### **Approachability (Collaboration)**

- Exhibits body language consistent with warm and inclusive communication .

### **Interpersonal Savvy (Connected to each other)**

- Connects with people by adjusting for difference and respectfully enquiring what and who they are connected to.
- Acknowledges – by words and actions – the identities of others in the context of their cultures.

### **Self-Development (Resilience & Optimism)**

- Steps out of the comfort zone and gives new things a try.
- Acknowledges and acts on blind spots pointed out to them by others; doesn't take work-related situations personally.

## **Skills & Experience Required for this Role**

Success in this role requires the following foundations.

- A minimum of two years of high-level Executive Assistant experience with a proven ability to prioritise and work in a fast-paced environment.
- Ability to liaise at an Executive level and work under pressure and within tight timeframes.
- Strong interpersonal communication skills with a high level of professional discretion.

- Ability to work in a small team environment, prioritise individual workload with that of team.
- Flexible with the ability to multitask.
- Excellent organisation and administration skills.
- Proven experience in a front-line customer facing role and a passion for customer service.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office Suite.
- Tertiary qualified or equivalent.
- A background involving communicating with large numbers of different people, ideally in an Arts/Cultural/Heritage/Tourism sector and knowledge of Te Reo Maori; understanding and respect for Treaty of Waitangi obligations, would be an advantage

### **Personal Attributes Required for this Role**

**Success in this role requires the following attributes.**

- Solutions focused with a proactive, can-do attitude.
- Team Player
- Sense of Humour

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