

Position Description

Position Title	Executive Assistant
Post	London
Category	Locally Engaged Staff
Reports to	Deputy High Commissioner
Date	March 2016

About the Post

The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This is done by building connections with the host country that enables the New Zealand Government to achieve more than they could alone.

The Post takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our values are professionalism, leadership, respect, collaboration and innovation.

About the Position

The Executive Assistant is responsible for providing PA support to the High Commissioner and administration functions to the Post to ensure the smooth and efficient operation of the office. The role is varied, helping with time and engagement management primarily for the High Commissioner.

Relationships

The Executive Assistant will often be the High Commissioner's first point of contact with people, both inside and from outside the High Commission. The position is required to build and maintain the following relationships:

Internal (within Post)

- High Commissioner (~~Head of Mission~~)
- Deputy High Commissioner (~~Head of Post~~)
- Other staff including NZ Inc agency staff

External (outside Post)

- Ministry of Foreign Affairs and Trade (MFAT)
- All London-based NZ Government agencies
- New Zealand Government departments and agencies in Wellington
- UK Foreign and Commonwealth Office (FCO)
- London diplomatic community
- UK-based New Zealand community, and UK business groups
- Buckingham Palace visits staff

Key accountabilities

The position has the following key accountabilities:

Administration

- Provide PA and administrative services to the High Commissioner eg, email and call screening, placing of calls, scheduling appointments and diary management,

coordination of inwards invitations, meeting and greeting of and provision of hospitality to visitors, drafting of correspondence for the High Commissioner's signature etc.

- Plan and organise meetings, including taking action-point notes and minutes at meetings.
- Advise on protocol of events/functions.
- Brief the High Commissioner on invitations and provide advice/guidance on precedent and suggested replies.
- Set up calls/meetings for High Commissioner, and where required the Deputy High Commissioner, as instructed by HC/DHC and/or policy advisers.
- Maintain papers related to individual meetings and follow-up, and other documentation of the High Commissioner.
- Provide, with the assistance of policy advisers, background briefing on the individuals whom the High Commissioner will meet at each meeting or engagement.
- Maintain record of guests/visitors to Residence.
- Manage all travel/accommodation for the High Commissioner within the UK and abroad. Book and coordinate HOM transport requirements. Prepare travel itineraries.
- Monitor and manage credit card and airpoints usage of the High Commissioner, ensuring compliance with Ministry policies.
- Arrange and organise functions, meetings, presentations, conferences and workshops including venues, catering and associated agendas and documents as appropriate.
- Manage the Conference Room and kitchen, including management of representational equipment and supplies.
- Manage High Commissioner's representational alcohol stocks in accordance with auditing requirements.
- Manage High Commissioner's element of High Commission contacts database.
- Maintain a electronic-data and hard-copy filing system for the High Commissioner

Visits and Events

- Assist Team Administrator (Visits) with the management and logistical aspects of official visits and events, including preparation of guest lists, invitations, programmes, briefings, run sheets and other documentation, maintaining contact database, organising appointments and logistics, etc.

Organisational Responsibilities

- Ensure all Post policies and procedures are adhered to.
- Be aware of and adhere to the Health and Safety policies and procedures.
- Contribute to Post-wide projects and emergency response situations.

Knowledge Management

- Contribute to the continuous development of the Post's knowledge base by using the Post's internal systems, sharing information and data with relevant internal stakeholders.

Security

- Be familiar with the Post Security Instructions and adhere to these at all times.

Qualifications, skills and experience

Applicants should have had previous successful experience in a secretarial or administration support role to a manager and/or team. You must have the following qualifications, skills and experience:

- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Strong customer focus, with the ability to communicate effectively with a range of people
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Demonstrated ability to contribute to and work within a team
- Sound judgement and the confidence to question and challenge
- Excellent written and oral communication skills
- Demonstrated ability to build and maintain effective relationships
- Excellent Microsoft Office suite skills
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
- Demonstrated commitment to continuous improvement, including adaptability and openness to change
- Ability to anticipate issues and problems and think of creative solutions
- Personal integrity and an honest and ethical approach

Additional Comments

You are expected to:

- Obtain and maintain a New Zealand Government security clearance.
 - Perform such other duties as can reasonably be regarded as incidental to the position description and such other duties reasonably within your experience and capabilities as may be required from time to time.
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