



## Job Description

<b>Job Title:</b>	Executive Assistant/Secretarial Support
<b>Portfolio:</b>	National Emergency Management Agency (NEMA)
<b>Reports to:</b>	Manager System Capability
<b>Location:</b>	Wellington
<b>Date:</b>	October 2020

## NEMA's role

NEMA provides national leadership to our distributed emergency management system. NEMA's primary focus is on the performance and capability of the emergency management system as a whole, across all hazards and all risks and the 4 Rs of risk reduction, readiness, response and recovery.

## What we do

The primary function of NEMA is to support and enable communities to manage emergencies.

NEMA works with the diverse range of agencies that comprise the emergency management sector, each with different responsibilities and focus, and varying levels of resources and capability. Organisations involved include communities and their local authorities, Civil Defence Emergency Management (CDEM) Groups, central government departments and agencies, emergency services, welfare agencies, lifeline utilities and education providers, researchers, international agencies, and non-government organisations.

NEMA:

- Provides advice to government on emergency management matters.
- Identifies hazards and risks.
- Develops, maintains and evaluates the effectiveness of the emergency management strategic framework.
- Ensures coordination at local, regional, and national levels.
- Promotes emergency management and delivers public awareness about how to prepare for, and what to do in, an emergency.
- Supports emergency management sector capability development, planning and operations, including developing guidelines and standards.
- Monitors and evaluates the performance of the 16 regional CDEM Groups (Groups).
- Maintains and operates the National Crisis Management Centre, including the maintenance of a duty team to staff the Centre, and issue warnings and public information.
- Manages the central government response to, and recovery from emergencies as described in the CDEM Act and National CDEM Plan.

## System Capability Unit

The purpose of the System Capability Unit is to lead the identification, design and implementation of strategies that build capability of the emergency management system across the 4Rs, risk reduction, readiness, response and recovery throughout New Zealand.

The Unit does this through the development of a suite of initiatives focusing on the professionalisation of the Emergency Management workforce. The process of Continuous Improvement is used to learn from experience and to test understanding through national and local exercises. The Unit supports performance improvement through the setting, monitoring and enforcing of learning standards.

## Our Values

Our DPMC values

Mahia i runga i te rangimārie me te ngākau māhaki

*With a calm mind and a respectful heart we will always get the best results*



NEMA values diversity and inclusion. We want our workforce to reflect the diversity of our communities. We value and respect the contributions of our people with diverse backgrounds, experiences, skills and perspectives. We support flexible ways of working that bring out the best in you.

NEMA recognises the continuing partnership Te Tiriti o Waitangi between Māori and the Crown. We are committed to doing our part to deliver on the Crown's commitments to Māori under Te Tiriti. We strive to actively build te Ao Māori perspectives and capability into our day to day work, values and practices.

## Role Purpose

The purpose of the EA/ Secretariat Support position is to provide the Manager System Capability with dependable personal secretarial and administrative support.

1. Manage the Manager System Capability's working day to enable them to fully meet the demands of their position
2. Provide secretariat and administrative support to the System Capability team to support enhanced engagement with stakeholders and team productivity.
3. Contribute to supporting the wider business, working alongside other EAs.

## Key Accountabilities

Key Accountability Areas:	Performance Indicators
1. Provide executive support	<ul style="list-style-type: none"> <li>• Personal and confidential secretarial support provided to the Manager, to assist them to carry out their role efficiently.</li> <li>• Deadlines and timeframes are met</li> <li>• Meetings, events and tasks are supported including being proactive in highlighting issues and opportunities.</li> <li>• Correspondence dealt with expeditiously and appropriately, follow up action is taken and proper filing or distribution of letters and documents occurs</li> <li>• Documents are drafted as agreed and produced including word processing, spreadsheets, presentations and project plans.</li> <li>• Inbound and outbound telephone calls are handled efficiently, courteously and discreetly.</li> <li>• Financial processes completed such as P-Card reconciliation and reimbursement claims; invoices coded</li> <li>• Basic budget support provided for the Manager and Team Leaders</li> </ul>
2. Develop and maintain key relationships	<ul style="list-style-type: none"> <li>• Effective working relationships established and maintained with internal and external stakeholders.</li> <li>• Clear and timely communications are achieved internally and externally</li> </ul>
3. Provide the Manager and the wider NEMA team with an efficient secretariat and business support services	<ul style="list-style-type: none"> <li>• Continuous improvement of workflow systems and processes to support the effective use of everyone's time.</li> <li>• Minutes are accurate and delivered on time.</li> <li>• Travel booked for the Manager and other staff as required</li> <li>• Events are supported as required</li> <li>• Support for other functions and tasks as required</li> </ul>
4. Participate in personal growth opportunities to support the aspirations of NEMA	<ul style="list-style-type: none"> <li>• Opportunities to participate in NEMA wide activities are taken</li> </ul>

Key Accountability Areas:	Performance Indicators
5. Health and safety for self	<ul style="list-style-type: none"> <li>• Takes personal responsibility for keeping free from harm</li> <li>• Follow safe working procedures</li> <li>• Report incidents promptly</li> <li>• Report hazards promptly and suggests appropriate remedies</li> <li>• Knows what to do in the event of an emergency</li> <li>• Co-operates in implementing rehabilitation plans</li> </ul>
6. Duty Team	<p><b>Duty Team</b> The EA System Capability will be required to participate at regular intervals on the NEMA duty team roster.</p> <p><b>Emergency</b> In the event of an emergency, EA System Capability will be required to assist in the response to and recovery from a national, regional or local emergency, as directed. This may involve work in the National Coordination Centre (NCC) / National Crisis Management Centre (NCCMC) or another location, and may include potentially long hours and challenging working conditions, e.g. an emergency could occur at any time of the day or night and may require working shifts and /or working weekends. NEMA will do all in its power to support staff in meeting their work and family responsibilities during an emergency.</p>

## Key Relationships

### **Internal**

Manager System Capability (Line Manager)  
 System Capability Unit team members  
 Deputy Chief Executive  
 Team Leaders  
 Senior Leadership Team (NEMA)  
 Executive Assistants/Admin Support (NEMA)  
 NEMA staff

### **External**

Ministers' Offices  
 DPMC  
 Central Agencies Shared Services  
 Regional CDEM groups  
 Key contacts in public sector  
 Key contacts in private sector

## Qualifications/Experience

### *Essential*

- Demonstrated experience providing efficient and effective executive support
- Demonstrates they are a team player who understands the importance of working closely with senior leadership teams and other business units.
- A high level of computer literacy in Microsoft packages, including Visio, with the ability to adapt to new technologies
- Excellent secretarial and process management skills with experienced in taking minutes or willingness to learn.
- Experience in working with multiple internal and external stakeholders and negotiating and managing their variable needs to support the Manager's deliverables.

### *Desirable*

- An understanding of, or experience in the NZ public sector, including the Machinery of Government

## Personal Attributes

- Ability to multi task, reprioritise and react to issues that arise during the day whilst keeping calm and professional in demanding situations.
- Ability to influence without authority and ensure work gets completed effectively and on time.
- Interpreting the Managers needs while proactively looking beyond their day to day workload and anticipating situations which will affect them
- Excellent relationship management skills, able to deal in the appropriate manner with a wide range of staff, senior stakeholders and regional and community leaders
- Able to judge what is important to their Manager and what can be handled by others
- A high level and integrity, discretion and tact to handle confidential (classified, sensitive) and private information including under pressure
- Open to change and a willingness to engage with new thinking and opportunities.

## Public Service Introduction

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūrangā mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

## Health and Safety

NEMA is committed to providing a healthy and safe work environment. All NEMA managers, employees, secondees and consultants to NEMA also have health and safety responsibilities and are expected meet these and contribute to ensuring NEMA is a healthy and safe place to work by:

- (a) Notifying management of any hazards or potential hazards;
- (b) Undertaking work and using equipment as specified in relevant documentation;
- (c) Reporting incidents, injuries and near misses;
- (d) Acting in a safety conscious manner at all times; and
- (e) Supporting NEMA's health and safety initiatives.

In addition to the above, managers and team leaders are responsible for:

- (a) Ensuring that staff are supported in addressing health and safety concerns;
  - (b) Ensuring incidents, injuries and near misses are recorded, reported and investigated in a timely manner; and
- Undertaking remedial actions as soon as reasonably practicable.

## Security Requirements

This position requires New Zealand citizenship or Permanent Residence, and the ability to obtain and maintain an internal /national security clearance at Confidential, Secret or higher. You must satisfactorily complete pre-employment checks which will include, but is not limited to, criminal and credit checks.

## Rotation

NEMA requires a workforce that is flexible and able to adapt to meet the rapidly changing scope of government needs and priorities. NEMA also seeks to be an employer that provides development and career opportunities and will work with employees in supporting them to grow and extend their skills, knowledge and abilities.

To achieve this, every employee will have a professional development plan in place. In addition, from time to time NEMA or an employee may propose a transfer to another position within the department where the employee has the relevant skills and experience. Any such transfer would require the agreement of both NEMA and the employee, and would take place on the same terms and conditions of employment, unless both parties otherwise agree.

## Changes to Job Description

Positions in NEMA may change over time as the organisation evolves and changing priorities occur. Therefore, we are committed to maintaining a flexible organisation structure which best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves and such change may be initiated as necessary by the manager of this position.