

Role Description

Title	Personal Assistant
Manager Title	Director
Directorate and Group	Refer to employment offer letter
Band	D
Date	January 2025
Approved By	Deputy Director-General

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role Purpose

This role is responsible for delivering high quality personal assistant support to enable the Director to perform at their optimum.

Key Working Relationships

Internal	External
Peers and colleagues Managers reporting to the Director Other Assistants and Administrators	Ministers' office staff Partners and stakeholders Suppliers and service providers Visitors

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

Accountabilities

Accountability	This includes
Provide support to the Director	- Proactively identifying issues relevant to the Director, their areas of focus and strategic objectives - Anticipating and resolving issues on the Director's behalf where appropriate - Ensuring the Director is aware of emerging staff issues or concerns - Drafting routine correspondence on the Director's behalf where requested - Following up where other's action or inaction impacts on the Director ability to meet their accountabilities - Maintaining a detailed understanding of current priorities and context across the Directorate to effectively support the Director - Building strong and effective relationships internally and externally to facilitate supporting the Director - Co-ordinating the Unit's response to information requests including tracking papers
Provide general administrative and secretarial support	- Managing the Director's diary to ensure maximum efficiency and focus on priorities - Arranging meetings and events including all logistics, minute taking, and document preparation and distribution - Ensuring the Director is prepared for meetings and other commitments, identifying and ensuring required papers are provided, and other information is available within required timeframes - Managing telephone calls, emails, and correspondence and act or redirect as appropriate - Providing general administrative support to the Director, including printing and photocopying, travel arrangements, etc., and establishing and maintaining systems, e.g. document and database and information management - Monitoring relevant Intranet page contents; identify updates required and arrange for changes to be made - Supporting the Director's use of DOC systems and databases
Provide effective advice or service to others in the Department	- Responding promptly and competently to requests for information, advice, or the provision of services - Gathering feedback from customers and other stakeholders and seeing opportunities for improvement - Understanding customer needs to anticipate and meet requirements

Accountability	This includes
	Maintaining knowledge and awareness of current or emerging trends, technologies, or developments to remain informed and up to date
Keep up to date and keep decision makers informed	Producing regular reporting to provide updates and information for decision makers Responding appropriately to changing contexts and priorities Identifying critical risks or issues and recommending appropriate solutions
Collaboration and relationship management	Working collaboratively with teams across DOC and contributing effectively to cross-functional teams Building and maintaining effective relationships with key individuals and groups from relevant sectors and organisations Representing DOC and coordinating cross-agency initiatives within area of responsibility
Work management and delivery	Delivering on tasks as set out in work plans, performance expectations, and task assignments Identifying critical issues and risks and ensure they are constructively raised and addressed Managing knowledge and information to ensure it is secure, current, and appropriate access protocols are applied Taking all practical steps to ensure your own safety and the safety of others

Capability

Capabilities Required	
Specialist skills, knowledge, and qualifications	Proven ability as a Personal Assistant for a senior leader Excellent general office administration skills including document and diary management Able to take detailed minutes for a range of meetings and hui Able to work with sensitive and confidential data and information and maintain privacy requirements Good understanding of the workings of central Government - the role of Parliament, Ministers, and public service agencies Good understanding of DOC's operating model and systems and processes Intermediate-advanced knowledge of MS Office with specific focus on Word, Excel, PowerPoint, and able to quickly learn and work with new applications
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently

Capabilities Required	
	Proactively seeks to understand organisational or wider context of own role
Delivering results	Plans and organises work to deliver on objectives Sets high personal and professional standards, and shows a high concern for accuracy
Collaboration, relationship building, communication and interpersonal skills	Interacts productively with a wide range of people Seeks and considers other perspectives Works effectively to solve problems, gains trust easily and supports peers Demonstrates and fosters collaboration across teams
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational or wider context of own role
Treaty Partnership	Understands the importance of the Māori Crown relationship Able to use day-to-day tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

You are required to comply with the standard operating procedures of the Department. In addition, you must comply with the financial, human resources, legal and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).