

Personal Assistant

Manager	Director Corporate Services		
Location	Wellington		
Direct reports	0	Delegations	0
Date	April 2021	Job band	13

About the Mental Health and Wellbeing Commission

Mental Health and Wellbeing Commissions is an independent Crown Entity established on 9 February 2021 in response to [He Ara Oranga, the Government inquiry into mental health and addiction](#).

Our objectives are to contribute to better and equitable mental health and wellbeing outcomes for all people in Aotearoa. We will do this by being transparent, truthful, ethical, and accountable.

With the recent appointment of the Commission's Board, we are moving towards the development of the organisation's vision, mission, and values and the strategy that will provide direction to the Commission into the future and it is therefore expected this position description will be reviewed in early 2022.

Further details can be found at www.mhwc.govt.nz

Te Tiriti o Waitangi

We are a organisation grounded in Te Tiriti o Waitangi. Te Tiriti o Waitangi informs the Commission's partnership approach with Māori as tangata whenua. We undertake our work in accordance with Te Tiriti o Waitangi and work in partnership with Māori to integrate a Te ao Māori approach to the wellbeing system.

Diversity and Inclusion

The Commission welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities and religions. A requirement of this role is to actively support and promote our diversity and inclusion principles.

Position purpose

The Personal Assistant provides professional, high quality, timely one-to-one executive support to the Director Mental Health and Addiction, Director Monitoring and Insights and Director Corporate Services (senior leaders) with secretariat duties.

This will include dealing with matters of a highly confidential and sensitive nature and exercising the initiative and management of work where appropriate to ensure smooth operation for the senior leaders.

Key functional accountabilities and deliverables for this position

- Exercise judgement and initiative with respect to issues and risks and communicating these to the directors, ensuring the directors are kept informed of important and relevant developments
- Prepare draft documentation/communication, proof read and process documentation on behalf of the senior leaders.
- Provide a forward look view of diary commitments and key milestones (e.g. Board paper submissions) on a monthly and weekly basis and provide a daily summary of key priorities
- Manage the directors' electronic diaries, consistent with key priorities, including screening and managing requests for the directors' time, assessing priorities, facilitating space to complete work priorities and ensuring directors are aware of scheduled commitments
- Manage the directors' correspondence and emails, including monitoring communications, assessing priorities, alerting the directors to items of priority. As appropriate, allocate and redirect items for action and follow up on the preparation of responses
- Use judgment and nouse in identifying and preparing the directors' information requirements for meetings, appointments, presentations etc, ensuring briefing packs are developed in a timely manner
- Act as a conduit to the directors following up inwards and outwards requests for information, outstanding reports and correspondence, monitoring progress of items and alerting the senior leaders to timing and delivery issues
- Manage the directors' travel arrangements and processing of administrative expenses
- Maintain documentation with appropriate confidentiality, ensuring accurate capture, distribution, index, catalogue, storage and retrieval
- Provide quality assurance and process expertise to the ongoing development and improvement of administrative processes, procedures and systems within MHWC as part of the Commission's administration team
- Support the EA to the CE and Board Chair when required and as agreed with the Director Corporate Services
- Ensure all work reflects our responsibilities to the priority of equity and meeting Te Tiriti o Waitangi obligations

Key relationships

The Personal Assistant has a key role in developing and maintaining effective working relationships with internal and external stakeholders.

Internal

The Commission Board
All Commission staff

External

Government agencies
Vendors and contractors
Service providers
Lived experience networks

Health, safety and wellbeing

At the Mental Health and Wellbeing Commission we expect all of our Individual Contributors to:

Help maintain a safe working environment within the Commission by complying with and supporting all health and safety policies, guidelines and initiatives

Know what to do in the event of an emergency or if a health and safety incident or near miss occurs

Know how to keep yourself and others safe at work from hazards and risks relevant to your role.

Person specification

Essential

- Experience as an Personal Assistant/Executive Assistant
- Demonstrated ability to build and maintain relationships at all levels, including with the Board.
- Excellent organisational skills along with the ability to think ahead, use initiative, establish priorities and meet deadlines whilst preserving the highest levels of accuracy and confidentiality
- Strong interpersonal, oral and written communication skills and the capacity to manage relationships at all levels, including with the Board, Government agencies and health sector leaders
- Proven record of delivery of high-quality work, including when working with ambiguity and time constraints
- An understanding of Te Tiriti o Waitangi, Māori tikanga and Māori environments or a strong desire to develop your experience in this area.
- A first-hand experience or strong interest in supporting those who have lived and are affected by mental illness, distress and/or addiction would be highly valuable

Desirable

- Relevant tertiary qualification
- Experience in working in Government or health sector

This position description is intended as an insight to the main tasks and responsibilities required for the role and may be subject to change in consultation with the job holder.

KEY CAPABILITIES

Achieving ambitious goals	<ul style="list-style-type: none"> • Demonstrates achievement drive, ambition, optimism and a delivery focus; makes things happen and achieves ambitious outcomes.
Managing work priorities	<ul style="list-style-type: none"> • Works at the right level and on the right things; delivers on their short-term and long-term objectives across the breadth of their role.
Displaying intellectual agility and curiosity	<ul style="list-style-type: none"> • Thinks critically and broadly, displays curiosity and flexibility in analysing ideas and information; seeks and values the input of others, makes timely and fit for purpose decisions.
Managing self	<ul style="list-style-type: none"> • Displays grit, courage, resilience, humility and integrity; manages reactions and demonstrates composure and consistency in their behaviour and emotions.
Flexibility and Adaptability	<ul style="list-style-type: none"> • Maintains effectiveness in varying environments and with different tasks, responsibilities and people • Adjusts approach to match varied task requirements • Adjusts behaviour to others' styles • Changes priorities to meet changing demands • Adjusts quickly to new responsibilities and tasks.
Displaying self-awareness and a self-improvement focus	<ul style="list-style-type: none"> • Knows themselves (what they do well and less well); can assess their performance and impact on others in the absence of feedback; seeks and values feedback; is committed to developing and improving themselves.
Strategic and business planning	<ul style="list-style-type: none"> • Collates and moderates inputs from relevant functional areas to inform strategic objectives, priorities and plans • Manages and maintain functional initiatives and activities to ensure alignment with the organisation's strategic objectives and business plans
Stakeholder engagement	<ul style="list-style-type: none"> • Identifies and maintains effective relationships with internal and external stakeholders to achieve organisational outcomes • Coordinates and collaborates with and across internal functions to ensure alignment of functions
Monitoring and evaluation	<ul style="list-style-type: none"> • Monitors and evaluates to identify issues and opportunities and support decision-making processes

	<ul style="list-style-type: none"> • Reviews activities to measure effectiveness against outcomes and deliverables
Advise and influence	<ul style="list-style-type: none"> • Provides proactive and frank advice that is impactful, influential and able to be utilised • Frames advice in the context of relative priorities • Ability to influence others and shape debate • Anticipates and times the delivery of advice to maximise impact and influence
Communication	<ul style="list-style-type: none"> • Demonstrates effective written, verbal and interpersonal communication skills • Ability to convey complex or technical information both verbally and in written form to a range of audiences
Relationship management	<ul style="list-style-type: none"> • Builds and maintains relationships with a wide range of people to achieve organisational outcomes
Results orientation	<ul style="list-style-type: none"> • Experience leading significant pieces of work using contemporary best practice methodologies and practices
Analysis and judgement	<ul style="list-style-type: none"> • Demonstrates strong qualitative and quantitative analytical ability • Demonstrates strong judgement and decision-making skills • Ability to distil complex and competing information to identify key themes and issues • Takes a strong evidence-based approach to decision-making.
Technical knowledge	<ul style="list-style-type: none"> • Demonstrates the qualifications, skills, knowledge and experience required to successfully undertake the position (detailed in the person specification of the position description)