

# Personal Assistant /Team Coordinator Position Description



<b>POSITION DETAILS:</b>	
TITLE:	PERSONAL ASSISTANT/Team Coordinator
REPORTS TO:	Executive Assistant to the Chief Executive Officer
LOCATION:	Northern Regional Alliance – Penrose
AUTHORISED BY:	CEO – Northern Regional Alliance
DATE:	September 2020

- PRIMARY FUNCTIONS:**
- Accountable for providing administrative and project support to a group of designated Portfolio Managers, working collaboratively with them and their teams to assist in the delivery of the portfolio work plans. This will require high levels of communication and cooperation.
  - Work collaboratively with the Executive Assistant to support and deliver the functions of the Office of the Chief Executive.
  - Provide support across the organisation as an active participant in the Team Coordinator administration team.

## KEY ACCOUNTABILITIES

Key Result Area	Expected Outcomes/Performance Indicators
<b>Administration and project support</b>	<ul style="list-style-type: none"> <li>• Provides high quality and efficient administrative support to a group of designated Portfolio Managers and to the Office of the Chief Executive.               <ul style="list-style-type: none"> <li>○ Provides high quality, confidential and timely support to Manager(s).</li> <li>○ Responsible for effective and efficient scheduling of appointments and meetings for Manager(s).</li> <li>○ Triages emails and correspondence as appropriate for Manager(s).</li> <li>○ Prepares letters/reports as required</li> <li>○ Organises travel and accommodation needs for Portfolio Manager(s) and Portfolio team members.</li> <li>○ Maintains effective and efficient filing systems (including electronic), manages the flow of information.</li> </ul> </li> <li>• Works with relevant leads in conjunction with the NRA CEO and executive sponsors to maintain a rolling forward agenda plan, ensuring programme and project leads are commissioned to provide papers and updates.</li> <li>• Delivers end to end meeting management for both the regular regional forums, workshops or ad-hoc meetings to deliver the work plan including;               <ul style="list-style-type: none"> <li>○ Maintains a rolling annual schedule of the regional meetings and forum</li> <li>○ Schedules meetings including venue, equipment and securing diary time of all attendees</li> <li>○ Timely management of agendas, collation of papers and other relevant documents and distribution in line with agreed timeframes.</li> <li>○ Production of Chair notes as required</li> <li>○ In-meeting management of audio-visual and presentation materials.</li> <li>○ In-meeting minute taking including capturing actions arising and preparing for distribution within agreed timeframes</li> <li>○ Communication and follow up of actions to relevant NRA leads and stakeholders.</li> </ul> </li> <li>• Maintains and manages a single action log for actions required by NRA staff across the organisation to ensure visibility and tracking of action completion, updating action logs with latest status prior to the subsequent meeting.</li> <li>• Identifies issues &amp; actions that may have an impact on other meetings and forums, ensuring any alignment issues are raised with the relevant leads.</li> </ul>

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<b>KEY ACCOUNTABILITIES</b>	
<b>Key Result Area</b>	<b>Expected Outcomes/Performance Indicators</b>
	<ul style="list-style-type: none"> <li>Lead the organisation of identified conferences and events are organised as required, including management of venues, speakers, guests, AV requirements, agendas, printing and logistics.</li> </ul>
<b>Team Coordination and Support</b>	<ul style="list-style-type: none"> <li>Provides team coordination working collaboratively with the portfolio teams to support the delivery of the portfolio work plans while actively participating in the wider NRA Team Coordinator administration team.               <ul style="list-style-type: none"> <li>Assists with on-boarding of new staff.</li> <li>Acts as a point of contact for NRA reception including NRA kiosk, couriers and visitors.</li> <li>Maintains organisation chart(s), distribution lists and contact lists.</li> <li>Provides general office support as required.</li> <li>Co-ordinates appropriate meetings and works closely with the team co-ordinators to identify the best way of delivering and improving services across the organisation.</li> <li>Individual actions and contributions enhance the delivery of NRA's support services</li> <li>Builds and maintains productive working relationships</li> </ul> </li> </ul>
<b>Electronic Database / Website</b>	<p>Across all areas, the team coordinator:</p> <ul style="list-style-type: none"> <li>Establishes systems and maintains electronic data records/files.</li> <li>Assembles relevant electronic information and data in a timely manner upon receiving requests.</li> <li>Manages incoming emails from websites (as required).</li> </ul>
<b>Customer Service / Relationship Management</b>	<ul style="list-style-type: none"> <li>Develops and maintains effective and positive working relationships with key stakeholders (internal and external) to support the delivery of NRA's services.</li> <li>Provides quality customer service.</li> <li>Maintains an approachable, responsive and open style with stakeholders (internal and external) ensuring effective liaison with all key stakeholders.</li> <li>Responsive to customer requests or complaints to improve customer satisfaction.</li> </ul>
<b>Ad Hoc Projects</b>	<ul style="list-style-type: none"> <li>Undertakes and/or actively participates in assigned projects.</li> <li>Develops own knowledge of the business to support managers and wider team as appropriate</li> <li>From time-to-time, provides assistance and support to other areas.</li> <li>Undertakes additional duties as reasonably required.</li> </ul>
<b>Quality, Risk and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Complies with NRA's policy, procedures, protocols and guidelines.</li> <li>Actively contributes to and participates in risk minimisation activities.</li> <li>Ensures relevant information and/or situations are discussed with the CEO and Functional/Portfolio Managers and, where necessary, other staff.</li> <li>Notifies manager of any risks identified and participates in audits as required.</li> <li>Maintains office systems to enable effective and efficient operation.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Ensures work practices are appropriate to ensure safety for self and others.</li> <li>Assists with the Identification of hazards and the development of control plans to eliminate, minimise or isolate risks.</li> <li>Complies with NRA's incident reporting policy.</li> <li>Ensures emergency management procedures and compulsory compliance education and training is completed.</li> </ul>
<b>Personal and Professional Development</b>	<ul style="list-style-type: none"> <li>Maintains current knowledge of relevant issues, trends and practices.</li> <li>Maintains and/or extends knowledge and skill base required for effective performance.</li> <li>Actively participates in own annual performance appraisal.</li> </ul>

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<b>MATTERS WHICH MUST BE REFERRED TO THE CEO</b>	
<ul style="list-style-type: none"> <li>• Significant financial issues</li> <li>• Significant quality or safety issues</li> <li>• Serious service standards failure</li> <li>• Any emerging factors that could prevent achievement of NRA's objectives at year end</li> <li>• Any emerging factors that could prevent budget achievement at year end</li> <li>• Any matter that may affect the reputation of the functional/portfolio area or NRA</li> </ul>	
<b>Authorities:</b> Nil	
<b>FTE</b> Direct Reports: Nil	<b>Budget Accountability (if applicable):</b> Nil

<b>Relationships</b>		
<b>External</b>	<b>Internal</b>	<b>Committees/Groups</b>
<ul style="list-style-type: none"> <li>• DHB Stakeholders</li> <li>• Project Steering Groups</li> <li>• Clinical Networks</li> <li>• Regional Forums</li> <li>• Ministry of Health</li> <li>• Health Workforce NZ</li> <li>• Other public sector stakeholders as appropriate</li> <li>• PHOs and other primary care organisations</li> <li>• National and Regional DHB Shared Services Agencies</li> </ul>	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Portfolio Managers</li> <li>• Team Co-Ordinators</li> <li>• Northern Regional Alliance Staff</li> </ul>	<ul style="list-style-type: none"> <li>• NRA Board</li> <li>• Other relevant committees</li> </ul>

<b>Person Specification</b>		
<b>Education, Qualifications &amp; Experience</b>	<b>Essential</b>	<b>Desired</b>
Professional	<ul style="list-style-type: none"> <li>• Relevant office/administration courses</li> </ul>	
Experience/ Knowledge	<ul style="list-style-type: none"> <li>• Minimum 3 years administrative experience</li> <li>• Extensive experience in minute taking and meeting management</li> <li>• Intermediate level knowledge the Office Suite of programmes (Word, Excel, Outlook, PowerPoint, Publisher)</li> <li>• Typing speed of 80 wpm.</li> <li>• Experience in the health sector or other complex environment.</li> <li>• Proven ability and experience in secretarial, personal or executive assistant position.</li> <li>• Ability to manage multiple and complex stakeholders including at Executive level.</li> <li>• Ability to manage conflict</li> <li>• Customer service experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Can have a day to day conversation in Te Reo Māori</li> <li>• Experience in event management.</li> <li>• Established health sector relationships</li> </ul>

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## Personal Characteristics

- Ability to see business issues from the customer perspective
- Ability to think through issues and identify solutions.
- Generates trust, is discreet and able to work in a collaborative and supportive partnership.
- Strong relationship, interpersonal and communication skills.
- Ability to influence and support change.
- Resourceful and resilient; able to cope under pressure and to resolve conflict.
- Ability to challenge and question the 'status quo' (i.e. processes and systems) and facilitate the development of innovative and workable performance improvements.
- Sets the highest ethical and professional standards and leads by example in all interactions.
- Enthusiastic personality that is outcome/solution focussed.

## CRITICAL COMPETENCIES

COMPETENCY	DESCRIPTION
Administrative Ability	Establishes and follows effective administrative systems to support the delivery of all elements of the teams work programme and accountabilities.
Initiative and Innovation	Identifies opportunities to improve systems and processes and enhance the quality of team deliverables.
Accuracy and timeliness	Timely completion of all deliverables having checked for accuracy and sign off from key stakeholders.
Quality – Performance Improvement Focus	Understanding of quality management principles and practices. Identifying conditions that might affect service quality. Constantly striving to do things better whilst focusing on the quality of service, delivery and job activity
Communication (Oral and Written)	Expressing ideas effectively in individual and group situations; adjusting language and terminology to the characteristics and needs of the audience. Effective written communications that are of a high standard, tailored for audience and professionally presented.
Team Work (Cooperation)	Active participation in, and facilitation of, team; taking actions that demonstrate consideration for others and awareness of one's own behaviour
Tenacity	Staying with a position or plan of action until the desired objective is achieved or is no longer reasonably attainable.
Planning and Organising	Establishing a course of action for self or others to accomplish goals, appointments and activities; planning proper assignments of personnel and appropriate allocation of resources.
Work Standards and Self Management	Setting high standards of performance for self and others; being dissatisfied with average performance; imposing standards of excellence on self rather than having standards imposed by others.
Values Diversity	Understands the significance of the Treaty of Waitangi , displays cultural sensitivity and values diversity and a willingness to work positively to improve opportunities for Maori Appreciates insights and ideas of all individuals and works effectively with these differences

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## **WORKING FOR NORTHERN REGIONAL ALLIANCE– EXPECTATIONS OF EMPLOYEES**

### **CITIZENSHIP**

All employees are expected to contribute to the innovation and improvement of Northern Regional Alliance (NRA) as an organisation. This means:

- Using resources responsibly
- Modelling NRA values and meeting NRA's performance standards in all interactions
- Maintaining standards of ethical behaviour and practice and meeting NRA's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

### **THE EMPLOYER AND EMPLOYEE RELATIONSHIP**

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving NRA's objectives
- Establishing a performance agreement between the employee and their direct manager and/or professional leader containing specific expectations.

### **CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT**

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe and keeping them informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

### **PROFESSIONAL DEVELOPMENT**

All employees are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as NRA may reasonably require