



Job Description

Position title	Executive Assistant
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NZSO Vision, Mission & Values

Vision

Providing world class musical experiences that inspire all New Zealanders.
achieved by

Mission

Deepening and expanding musical connections and engagement with our communities.
through

A national fulltime full size symphony orchestra,

which

- Performs to an international standard

is

- Excellent in performance

has

- Relevant and engaging programming,
- Reaches large and diverse audiences

and asserts

- Musical and artistic leadership.

A symphony orchestra which has

- Best practice operations, a shared & productive organisational culture, sustainable management of all resources, and, excellent systems and processes.

Values

What we do	We value excellent engagement	We identify strongly with one another and with New Zealanders.
		We ensure that our work is relevant to our audiences.
		We communicate openly and honestly with one another & with New Zealanders.
How we do it	We value creative excellence	We are passionate about our music and strive to share it widely.
		We are innovative and creative in all aspects of our activities.
		We are inspired to be excellent in all our performances.
How we behave	We value excellent relationships	We always act with fairness, honesty and transparency.
		We trust, respect, acknowledge and support each other.
		We always act with integrity.

Purpose of Role

- To provide executive support to the Chief Executive, Head of People and Capability and Head of Corporate Services, secretarial support for NZSO meetings and to assist with general corporate, office and administrative duties.

Technical Specifications

Responsible to:

Head of People and Capability (HoP&C)

Location:

Wellington

Team:

People and Capability Department

Working relationships:

Chief Executive (CE)

Head of Corporate Services

Strategic Leadership Team (SLT) members

Concertmasters, Principals, Players

Administration staff

Music Director

NZSO Board & Board Audit Committee

Staff of Ministry for Culture and Heritage (MCH)

Artists and guests of the NZSO

Terms and conditions of employment:

Refer individual employment agreement

Key Functions

There are six key functions for the role of Executive Assistant. These are set out in the following section together with associated performance criteria.

- 1 Executive support
- 2 People and Capability support
- 3 Corporate Services support
- 4 Meetings and secretarial support
- 5 General administrative and office support
- 6 Team membership

Key Functions for the Executive Assistant

Executive support

- 1 Receive, acknowledge and respond to incoming correspondence, as appropriate.
- 2 Prepare documents for the CE using the Microsoft suite of products such as Word, Excel, Outlook, Powerpoint etc and other appropriate computer applications including Adobe.
- 3 Proactively update and monitor the CE's diary and provide reminders and assistance as appropriate, which involves:

- Accepting and making appointments and general diary management
 - Gate-keeping (screening mail, emails, phone calls, etc)
 - Taking messages
 - Returning phone calls/emails on behalf of CE
 - Reminding CE of upcoming schedule, priorities and appointments.
- 4 Anticipate the information and organisational needs of the CE, including researching background material on own initiative.
 - 5 Liaise with NZSO staff and the public on behalf of the CE as delegated.
 - 6 Receive visitors and make them feel comfortable, and offer them tea and coffee as appropriate.
 - 7 Assemble, reconcile and prepare expense claims and other documents for the approval of the CE.
 - 8 Organise functions and handle administrative aspects of company days, seminars, visits hosted by or attended by the CE.

Performance Criteria:

- Correspondence is processed and dispatched accurately, attractively formatted, and within agreed time frames.
- Other documents prepared accurately, attractively formatted, and within agreed time frames.
- Calendar/diary is up to date at all times.
- Appointments are made, messages taken and schedule arranged for the CE consistent with strategic objectives.
- All correspondence and enquires are screened appropriately.
- Liaison internally and externally on behalf of the CE is efficient and friendly.
- Visitors for the CE are greeted warmly and are made to feel comfortable.
- CE travel and accommodation is arranged as directed.

People and Capability support

- 1 Assist the Head of People and Capability with discharging their administrative tasks including internal and external communications, preparation and distribution of documents and files, diary management, procurement and supplier liaison and management.
- 2 Assist in managing (or when requested, take the lead in managing) internal functions and hostings including staff welcome and farewell functions, milestone and traditional celebrations etc. This may include sourcing a gift and/or card and a staff collection within NZSO policies.

Performance Criteria:

- Documents and communications are prepared accurately, attractively formatted, and within agreed time frames.
- Calendar/diary is up to date at all times.

- All internal functions are well communicated and appropriately undertaken.

Corporate Services support

- 1 Receive, acknowledge and internally distribute or respond as appropriate to the general office e-mail (e.g. info@nzso.co.nz).
- 2 Assist the other members of the Corporate Services team with discharging their administrative tasks including internal and external communications, preparation and distribution of documents and files, diary management, procurement and supplier liaison and management.
- 3 As requested by the HoCS or CE, liaise, co-ordinate and deliver to MCH regular updates, reports or papers. Maintain the register of MCH and other governmental reporting timetables, deadlines and meetings and ensure the CE, HoCS and Board Chair are kept informed of requirements in a timely manner.
- 4 Provide back-up support to the Corporate Services team for the office management and premises liaison functions (or other Corporate Services functions from time to time as requested by the HoCS). The office and premises functions may include:
 - a. Administering/ordering office supplies, e.g. tea, coffee etc
 - b. Postage (incl franking machine) and couriers
 - c. Assisting with office facilities management, e.g. landlord liaison (incl. emergency management), lights/aircon etc work requests and faults, general office furniture and fittings incl. lockers, cleaner supplies/liaison
 - d. Administering/ordering literature, periodicals and newspaper requests
 - e. Administering/ordering stationery and general supplies, photocopying and printing (incl paper, toner etc)
 - f. Administering phones, white/yellow page listings and other external NZSO listings
 - g. Assisting with induction processes for new staff as requested

Performance Criteria:

- General enquiries are dealt with accurately, appropriately and efficiently.
- Documents and communications are prepared accurately, attractively formatted, and within agreed time frames.
- Calendar/diary is up to date at all times.
- MCH and governmental reporting and other requirements and interactions are well informed and discharged effectively and in a timely manner.
- NZSO offices operate effectively and efficiently and suppliers are well managed.
- NZSO general procurement processes are appropriate, effective and efficient.

Meetings and secretarial support

- 1 Liaise with the Board Chair in relation to meeting preparation and arrangements.
- 2 Collect and collate Board Papers from SLT by agreed dates for distribution to Board Members prior to Board Meetings.
- 3 Record, draft and distribute Minutes for the Board, minute taking and decision capture at all meetings and co-ordination of key papers as required.
- 4 Prepare agendas, take and distribute minutes and undertake all similar meeting and secretarial support for other NZSO meetings as required. This includes arranging meeting dates, venue, inviting attendees, providing information & following up on actions agreed. Such meetings may include Board and Audit Committee meetings, SLT meetings, PlayCom/SLT meetings, Hui Matua, Administration Staff meetings, Health & Safety Committee meetings and other relevant meetings as directed by the CE and HoCS.
- 5 Coordinate travel, accommodation and catering requirements for meeting attendees as required.
- 6 Ensure all relevant communications are sent to appropriate stakeholders.
- 7 Provide and ensure version control and management of key meeting documents required, such as agendas, minutes and decision papers.

Performance Criteria:

- Liaison with the Board Chairperson is effective and timely.
- Board papers are collated from SLT and distributed within agreed time frames to Board Members prior to the Board Meetings.
- Meeting minutes are taken accurately and distributed expeditiously to appropriate persons.
- Meeting agendas are prepared quickly and accurately and are distributed in a timely fashion and attendees are well informed of all meeting logistics and arrangements.
- Agreed actions from meetings are followed up with individuals concerned.

General administrative and office support

- 1 Co-ordinate activities related to front of house events, including completing the concert run-sheet.
- 2 Book travel, accommodation and car bookings for CE, HoP&C, HoCS, board members, SLT members as required in liaison with the Travel and Tours Executive. Assist the Travel and Tours Executive with management staff travel arrangements in his/her absence.
- 3 Manage board room and other meeting room bookings.

- 4 Undertake filing and "bring ups" for CE and HoCS and manage the filing system and record keeping (electronic and manual). Support the NZSO's business planning and reporting activities.
- 5 Review operating practices and implement improvements where necessary.
- 6 Undertake all other duties appropriate to this position and otherwise in accordance with the policy of the New Zealand Symphony Orchestra and at the direction of the CE, HoP&C and HoCS.

Performance Criteria:

- Front of house run-sheet is completed for each event and related activities are co-ordinated and signed off by the relevant senior manager and/or staff.
- Travel and accommodation bookings are made accurately and expeditiously.
- Board and meeting rooms are booked accurately.
- Files are kept up-to-date and accessible (both electronically and manually).
- Legal requirements for official documents and files are met.
- CE's department operates effectively and efficiently.

Team membership

- 1 Participate and work co-operatively as a team member of the People and Capability Department. This may involve fulfilling a number of roles including leading, co-coordinating, planning, advisory, problem solving, coaching, colleague support, and facilitating.
- 2 Participate in projects and/or project management as requested by the Head of People and Capability.
- 3 Attend team, staff and company meetings and other meetings and activities as required to contribute to the cohesion and cooperative effort of the People and Capability Department and NZSO as an organisation.

Performance Criteria:

- Proactive participation in the team is demonstrated.
- Positive collaboration in team activities and projects observed.
- Contribution to and participation in all relevant meetings and activities.



Person specification

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Skills

The ability to:

- Communicate effectively both orally and in writing
- Work as member of a team
- Relate well to people
- Research, collect and process information
- High level of computer literacy
- Minute taking
- Plan, organise and prioritise work both personally and on behalf of the CE, HoP&C and/or HoCS
- Work to deadlines and under pressure
- Be receptive to new ideas
- Provide and receive constructive feedback
- Problem analysis and problem solving skills
- Judgment and decision-making ability

Technical/Professional Knowledge

To have demonstrated expertise and understanding of:

- Microsoft Office (Outlook, Word, Excel and PowerPoint)
- Adobe and portable document format (pdf)
- meeting procedures
- office systems and equipment
- office procedures
- knowledge of cultural sector
- project management

Personal Attributes

- Warm and friendly personality
- Be assertive and confident when dealing with people
- Be adaptable and flexible
- Be reliable and conscientious

- Work methodically and systematically with an eye for detail
- Respect for privacy and confidentiality of personal information
- Ability to use initiative, sound judgment and work unsupervised
- Strong time management capabilities and the ability to work under pressure
- A passion for excellence and a commitment to high standards
- A "can do" attitude
- Strong customer focus
- Align with NZSO values

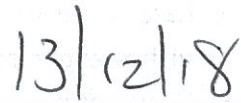
Qualifications

- Proven secretarial and administrative experience
- Experience supporting executive level management
- Experience in the cultural sector (*highly desirable*)



Shelley Hood, Head of People and Capability

New Zealand Symphony Orchestra



Date