

POSITION DESCRIPTION

Job Title: Personal Assistant

Date: August 2017

Division: Service Delivery

Approved: General Manager; Service Delivery

Location: Wellington

Reports to: Service Delivery Manager - Wellington

Position Purpose

The Personal Assistant (PA) performs full secretarial, administrative, and general support duties of a highly responsible and confidential nature.

The outcomes sought are:

- Confidently acts as the point of contact between Client Directors and internal/external clients.
- Works collaboratively with team members, managers and external contacts and maintains confidentiality of information at all times.
- Handles requests and queries appropriately.
- Competently acts as key point of contact during manager's absence.
- Confidently manages situations and escalates issues appropriately when required.

The PA is required to support Managers' with diary and email management, reporting including financial reporting and from time to time may be involved in special projects.

The PA reports to the Service Delivery Manager - Wellington.

The PA role may also involve some other administrative tasks and may be required to perform receptionist duties.

The Chief Executive's Executive Assistant will play a role in coordinating the tasks and duties of all PAs.

Position Dimensions

Budget:	N/A.
Staff:	No direct staff responsibilities.
Internal Relationships:	<ul style="list-style-type: none"> • Client Directors. • Service Delivery Manager. • Website & Scheme Administrator. • Senior Management Team. • EA to Chief Executive and other Personal Assistants. • All other managers. • All other FairWay staff members.
External Relationships:	<ul style="list-style-type: none"> • Clients and customers. • Potential customers.
Requirements:	<ul style="list-style-type: none"> • Experience in a PA role reporting at senior level. • Experience in managing the high workload/liaison across

	<p>multiple managers.</p> <ul style="list-style-type: none"> • High level of tact, integrity and discretion in dealing with sensitive information. • Excellent interpersonal and customer service skills, including telephone manner. • Proven relationship management skills. • A high level of competency in Microsoft “Excel”, “Word” and “PowerPoint”. (Knowledge of Visio and Adobe Professional an advantage). • Ability to understand and calculate basic financial and quantitative data. • Advanced business writing skills including working with business letters, complex reports (eg Board reports) and confidential memos. • Excellent typing speed and accuracy. • Sound judgment and initiative. • Very good task prioritisation, high attention to detail, workflow management skills and responsiveness to timeframes with the ability to work well under pressure. • Resilience and adaptability with the skill to keep the focus on long or short-term goals. • The ability to work unsupervised, and take responsibility for own workload and tasks, while enabling a team culture. • A commitment to on-going process improvement. • Positive “can do” attitude, together with excellent problem solving skills.
--	---

**Principal Accountabilities
People**

Key Responsibilities	Competencies (Should be able to)
<ul style="list-style-type: none"> • Promote and demonstrate the values of FairWay. • Support people in achieving outstanding results and making the greatest contribution they can. • Be open to growth opportunities – through mentoring, developing skills and developing careers. • Promote the highest standards of OHS to protect FairWay employees and clients. 	<ul style="list-style-type: none"> • Be acknowledged as a person who shares a vision and lives by FairWay’s core values. • Demonstrate an awareness of how the PA role contributes to the organisational goals. • Quickly engender the confidence and trust of clients and customers through good knowledge and professional behaviour. • Create trust and rapport with teams and individuals quickly and effectively. • Demonstrate a high level of personal integrity and the ability to act fairly and impartially at all times. • Help others by sharing experiences and technical knowledge. • Deal promptly and effectively with conflict. • Be visible and demonstrate your support face to face. • Know when to consult and when to act.

	<ul style="list-style-type: none"> • Use timely, specific and clear feedback to drive excellence. • Promote the health and wellbeing of the FairWay team. • Identify areas for growth and action opportunities for self- development to ensure they match the requirements of FairWay.
--	---

Client Service

Key Responsibilities	Competencies (Should be able to)
<ul style="list-style-type: none"> • Identify, build and maintain collegial relationships supporting the Client Directors to achieve customer service and business growth excellence. • Work closely with the Client Directors to support the achievement of their goals. • Develop strong and positive working relationships with key stakeholders and ensure that appropriate support, infrastructure and resources are provided to the Client Directors. • Maximise FairWay's client service focus. 	<ul style="list-style-type: none"> • Ensure FairWay is seen in a positive and credible way by all stakeholders. • Accurately and proactively identify problems, causes and risks, then take appropriate corrective measures. Properly identifies advice, support or resource requirements. • Build strong enduring relationships with clients and within FairWay. • Arrange and organise functions, meetings, presentations, conferences and workshops including venues, catering and all associated documentation. • Construct business letters, formal emails and documents using appropriate tone and business templates.

Commercial Management

Key Responsibilities	Competencies (Should be able to)
<ul style="list-style-type: none"> • Assist the Service Delivery Team to put in place a vision, winning strategy and annual business plans in the context of the long term FairWay business strategy and wider business priorities. • Assist in meeting or exceeding the Business Plan objectives. • Assist to identify and implement profit maximisation and cost management strategies. • Identify and raise any risk and ensure FairWay's risk management systems are followed. 	<ul style="list-style-type: none"> • Maintain regular updates and check-ins to assist the Client Directors with staying true to the Business Plan through the Client Directors' work programme and quarterly accountabilities. • Develop commercial awareness across FairWay and an understanding of the impact of decisions made in the workplace.

Technical Leadership

Key Responsibilities	Competencies (Should be able to)
<ul style="list-style-type: none"> • Provide full secretarial support to the Client e Directors. 	<ul style="list-style-type: none"> • Organise and prepare complex documents and reports.

<ul style="list-style-type: none"> • Prepare and provide monthly reporting as required. • Manage all travel and meetings. • Provide assistance to the Client Directors around creating and maintaining filing and retrieval of business records/documents. • Provide information and support to internal and external customers. 	<ul style="list-style-type: none"> • Advanced expertise in compiling PowerPoint presentations. • Prepare special reports, researching and summarising data. • Assist with the management of deadlines for the Client Directors, including follow up actions for team members. • Organise, monitor and maintain the Client Directors' diary, email and other correspondence and records - preparing drafts and action where appropriate. • Preparation of Scheme Director expenses. • Point of contact for Team members and other FairWay staff. • Communicate the Client Directors' instructions/wishes to various team members. Follow up on actions and requests for information. • Develop tools to assist the Client Directors with communicating with Team members. • Show commitment to quality assurance programmes, processes and other relevant systems to maintain FairWay's standard of service.
--	--

Health & Safety

All FairWay employees are responsible for safety, and we take this responsibility seriously. We are committed to the belief that all injuries are preventable. Safety experts within FairWay are leading this commitment that includes developing a workplace safety culture where safety is everyone's responsibility, where back to work rehabilitation is the usual course of action, where excellence in health and safety is integral to all of FairWay's activities and where FairWay are setting the standard for our industry.

Key Responsibilities	Actions/Results
<p>As an employee of FairWay you are expected to:</p> <ul style="list-style-type: none"> • Actively support and promote a safe and healthy work environment. • Participate in H&S training as identified by FairWay during the course of employment. • Promote/be an advocate for, a good faith partnership between workers and FairWay (PCBU) to work collaboratively in safety awareness and responsibility. • Maintain compliance with current H&S legislation, and seek to achieve best 	<p>Daily:</p> <ul style="list-style-type: none"> • Follow prescribed H&S procedures and policies as set down by FairWay. • Report hazards/risks associated with FairWay operations which may have the potential to result in harm to you, other workers or visitors on FairWay premises. • Report all accidents, incidents and near misses in the workplace to FairWay management immediately. • Ensure all workers (contractors and sub-contractors) and visitors under your supervision have the following prior to commencement of work or meeting: <ul style="list-style-type: none"> - Taken through the FairWay hazard register

<p>practice. Promote a safety aware culture.</p>	<p>and controls.</p> <ul style="list-style-type: none"> -Have had the emergency procedures explained. -Wear or display visitor identification. <ul style="list-style-type: none"> • Approach any persons in the office not wearing visitor identification, who is unknown and is unescorted by other FairWay staff. <p>Every Three Months:</p> <ul style="list-style-type: none"> • Attend and actively participate in quarterly H&S Committee meetings. • Participate in the review of the Hazard Register including the identification and assessment of new and existing risks and hazards. • Pro-actively participate in closing out assigned H&S actions. <p>Every Twelve Months:</p> <ul style="list-style-type: none"> • Input into the review of health and safety policy, guidelines or other practices/culture in line with learnings from the previous year. <p>As required:</p> <ul style="list-style-type: none"> • Participate in emergency evacuation / hazardous spills drills and meet all requirements. • Active participation in H&S activities such as checks, assessments, training, and audits / assessments. • Make innovations or recommendations to improve/influence FairWay's H&S culture. • Volunteer to be a H&S Representative, Fire Warden, or First Aider when an opportunity arises.
--	---

Privacy

Privacy is core to FairWay's business and all employees are responsible for following the 12 *Information Privacy Principles* listed below; and using best privacy practice in their work.

1. Only collect personal information you really need
2. Get it directly from the person wherever possible
3. Be open with people about what's going to be done with it
4. Be fair about how you get it
5. Keep it secure
6. Let the person see it if they want to
7. Fix it if the person thinks it is wrong
8. Take care that its accurate before using it
9. Dispose of it when it's no longer needed
10. Use it only for the purpose you go it
11. Only disclose if you have a good reason
12. Only use "unique identifiers" where it's clearly allowed

Client information must be treated with care and all reasonable steps taken to prevent any unauthorised use or disclosure. Staff must be responsible stewards of the information FairWay collects and holds.

Staff will follow the customer expectations in our Service Charter that information will be kept private and confidential, and that customers receive information that is accurate, up to date and easy to understand.

All staff will work together to promote a strong privacy culture, reporting any privacy issues/breaches and following standard privacy checks and processes.

Key responsibilities	Results/Measurements
<p>As an employee of FairWay you are expected to:</p> <ul style="list-style-type: none"> • Attend privacy induction led by the Privacy team. • Participate in privacy action learning groups when held. • Awareness of the fundamentals of privacy and why it is so important to FairWay. • Promptly report any privacy issues/concerns/breaches. • Follow standard information management/privacy checks and processes. • Awareness of physical and operational security and privacy steps. • Support privacy best practice and a strong privacy culture. • Promptly notify the Privacy team of requests for information under the Privacy Act 1993. • Endeavour to understand customers' needs in terms of use and management of their personal information, and respect those needs. • Ask for guidance and checks in with the privacy team where required before taking action. 	<ul style="list-style-type: none"> • Zero or minimal privacy breaches with harm arising from a failure to follow privacy processes. • Consistent reporting of privacy issues/breaches. • Demonstrates active engagement for privacy, such as proactive approaches to the Privacy team. • Shares privacy learnings and best practice with others. • Can show examples of when demonstrated best privacy practice. • Positive feedback from customers. • Puts forward suggestions for privacy process improvements.