

POSITION TITLE:	Executive Assistant		
GROUP:	Corporate Services	SECTION:	Corporate Services
REPORTS TO:	Group Manager		
RESPONSIBLE FOR:	N/A		
FAMILY:	OS8	GRADE:	12
DATE REVIEWED:	July 2026		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Manaakitanga:** Living behaviours of care and respect
- **Kotahitanga:** Living behaviours of collective drive and unity
- **Ngākau Pono:** Living behaviours of commitment, integrity, and accountability
- **Whanaungatanga:** Living behaviours of relationships and connection
- **Māramatanga:** Living behaviours of clarity and understanding

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kouniga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The primary function of this role is to provide high-quality, proactive and highly trusted executive support to the Group Manager Corporate Services. The role acts as a critical enabler of the Group Manager's effectiveness through expert diary management, workflow coordination, stakeholder liaison, and administrative oversight. This role requires exceptional judgement, discretion, emotional intelligence and the ability to anticipate needs, read priorities, and respond dynamically in a fast-paced and politically sensitive environment. The Executive Assistant will act as the first point of contact for many matters, ensuring the Group Manager's time is optimised and key priorities are progressed efficiently.

GROUP AND TEAM GOALS:

The Corporate Services Group:

Finance

- Undertakes a range of financial function that supports the effective running of Council.

- Undertakes timely preparation of annual reports and budgets.
- Provides significant and timely input into annual plan and long term plan preparation and development.
- Runs an effective, appropriate and efficient rating section.
- Provides a range of accurate financial information as required.
- Presents various financial reports to Council as and when required.
- Provides an effective and efficient debtors and creditors service.
- Provides an effective and efficient payroll service.
- Oversees Council's insurance and investment requirements, including HRIC and investment portfolio.

Corporate Services

- Provides a fleet management and building maintenance service.
- Provides a range of administrative support functions across Council, including Customer Experience and Corporate Sustainability.

Information and Communication Technology

- Provides a range of ICT functions that ensure the effective and efficient operation of Council.
- Develops, in association with various internal clients, a range of options that assist with more efficient services and time utilisation.
- Develops and maintains effective information storage options that are effective and efficient.
- Provides an effective help desk service.
- Plans for future needs and development.
- Provides an effective IT system that is reliable and responsive.

Legal, Risk, Procurement, H&S and Assurance

- Provides a legal advice and provision of legal services to Council and staff
- Administers the Risk, Quality and Assurance function across Council
- Provides procurement and commercial contracting services
- Provides Health & Safety services to Council.

Human Resources

- Administers the Human Resources function for Council, including performance review, remuneration, recruitment, retention, people development.

JOB SPECIFIC ACCOUNTABILITIES

- Be the Group Manager's trusted first point of contact, proactively anticipating needs, reading emerging priorities, and triaging requests to ensure urgent, sensitive and high-value matters receive timely attention.
- Manage electronic diaries, exercising judgment about priorities and time management. Schedule, organise and prioritise meetings often with conflicting deadlines or where schedules are tight and demanding.
- Manage the Group Manager's diary strategically, including protecting focus time, building preparation time, managing travel logistics, and ensuring sufficient buffer time between commitments.
- Establish and maintain effective daily, weekly and monthly rhythms for the Group Manager, including recurring meetings, performance development checkpoints, and key organisational deadlines.
- Undertake administration for meetings, organise travel, and provide general support to facilitate the smooth operation of the Group Manager's portfolio of activity.
- Coordinate and deliver internal and external events, workshops, planning sessions and team engagements, including venue bookings, catering, documentation, logistics and stakeholder communications.
- Monitor email traffic to allow for rapid prioritisation of workflows and any subsequent response. Ensure that all enquiries are managed within Council standards, receiving messages, answering and/or redirecting queries as appropriate.
- Prepare the Group Manager for meetings by collating papers, briefing materials, agendas and key background information, ensuring they are well briefed and able to engage effectively.
- Collate papers for meetings, prepare and circulate agendas, recording minutes and action points as required.

- Monitor reports within deadlines for Council and Committee agendas.
- Maintain effective filing, records management and document systems to ensure key information is organised, accessible and compliant with Council requirements.
- Support onboarding and offboarding processes for staff within the Group, including induction coordination, farewell arrangements, and maintaining relevant records.
- Provide administrative coordination for organisational processes including recruitment, procurement, expense claims, leave management and team planning activities.
- Work autonomously to respond to issues, enquiries, and communications on behalf of the GM as appropriate and agreed with the GM. Troubleshoot and initiate action to reach acceptable resolution of issues as appropriate.
- Draft, prepare, coordinate, and review information, high-level communications, and documentation on a range of complex, contentious and/or sensitive matters including submissions, briefings, discussion papers, and correspondence. Ensure confidentiality is maintained.
- Monitor, implement and evaluate administrative practices, systems, and procedures to optimise efficiency.
- Continually improve the customer experience through service design and delivery and support the achievement of quality outcomes.
- Ensure compliance with records management and other policy.
- Establish and maintain effective working relationships and channels of communication with a wide range of internal and external stakeholders.
- Deliver positive and solution focused communication to internal staff and external stakeholders.
- Collaborate effectively with other Executive Assistants, colleagues, and stakeholders to seek new opportunities for enhancing the support and advisory services provided. Continually align, improve, and streamline processes through sharing best practices, leveraging collective knowledge and ensuring a consistent level of service.
- Be alert to risks that might impact the completion of an activity and escalate these when identified.
- Use financial and other resources responsibly and efficiently within set budgets, timeframes, and standards, understanding delegations and acting within approved authority levels.
- Manage timely and accurate executive and administrative services for the Group Manager and Direct Reports to support the efficient functioning of the wider Group.
- Implement high-level administrative support to relevant committees and Council services.
- Set and maintain high standards and consistency in producing high quality work.
- Lead event and workshop coordination for the Group Manager and wider Corporate Services Group, ensuring high-quality planning, delivery and follow-up.
- Oversee and manage relevant systems and procedures [for example, Group LGOIMA requests].

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Elected Members
- Team Members
- HBRC Staff
- Councillors

External

- Government Agencies and Departments
- Local Authorities
- Iwi and Tangata Whenua Groups
- Local Government Authorities
- Consultants and Contractors
- Technical and Legal Professionals
- Members of our community
- Community Groups
- Rate payers
- Chief Executives
- Directors

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

EMERGENCY MANAGEMENT

When an emergency event happens, you may be required to assist with carrying out the Council's Civil Defence

responsibilities, after providing required support for your family and dependants. This means:

- Undertaking an allocated role for emergency management requirements, and responding to emergency management requests as needed.
- Participating in and completing onboarding and training courses, exercises and associated activities required for the readiness and preparedness of emergency events.
- Attending meetings and development forums or exercises as required to maintain competency. Responding to such requests by assuming an allocated emergency management role, as are required by events.
- Being aware of the Business Continuity Plan (BCP) and its contents and the implications for your role.
- Understanding and accepting that Civil Defence Emergency Management and BCP events may require working hours that differ from those outlined in your employment agreement.
- If your role is an Incident Management Team Function Lead, you are required to review the relevance of the BCP for your team, section or group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- NCEA level 2 numeracy and literacy
- 5+ years' experience including working for a senior manager/executive in an environment where confidentiality, judgement and discretion are paramount.
- Demonstrated ability to deliver effective and efficient executive support.
- Experience of working within the local government sector would be beneficial.
- Valid driver's licence required.

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Advanced calendar and workflow management capability, including the ability to balance competing priorities in a complex executive environment.
- Strong understanding of organisational systems, records management and administrative governance requirements.
- Experience supporting governance processes, including preparation of agendas, reports, minutes and action tracking.
- Strong event coordination and logistical planning capability.
- Proficiency in the preparation of meeting documentation, minute taking and meeting follow-up.
- Proficiency in MS Word, Excel, Visio, Project, PowerPoint and other database and information management systems
- Knowledge of financial reporting systems and requirements.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- In-depth understanding of the work and political environment of the Council, and the ability to identify how the role can contribute to achieving the Council's objectives.
- Efficiently prioritise multiple tasks and manage time to meet deadlines.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

Personal Attributes

- High emotional intelligence, with the ability to read situations, adapt communication styles and anticipate executive needs.
- Exceptional organisational capability and attention to detail with an ability to appropriately manage confidential material.
- High levels of trustworthiness, integrity and discretion.

- Strong judgement and the confidence to make decisions within delegated authority.
- Calm, resilient and able to manage competing demands under pressure.
- Ability to influence, redirect and manage stakeholders professionally where needed to protect executive time and priorities.
- Strong relationship management skills and ability to build credibility quickly across all levels of the organisation.
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives, and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name