

POSITION TITLE:	Executive Assistant		
GROUP:	Māori Partnerships	SECTION:	Māori Partnerships
REPORTS TO:	Te Pou Whakarae (Group Manager)		
RESPONSIBLE FOR:	N/A		
FAMILY:		GRADE:	12
DATE REVIEWED:	September 2025	JOB NUMBER:	

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
- **Kotahitangi:** 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 kounga 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, comprehensive executive assistance to the relevant Group Manager (GM). This specialised executive support will enable the GM to undertake their role in an efficient and effective manner. The role will include the provision of confidential and quality secretarial and administrative support services, across a range of complex issues.

GROUP AND TEAM GOALS:

The Māori Partnerships Group provides the following role and functions within the Council:

- Provide quality advice and strategic support and leadership to the Council, Chief Executive, senior leadership and wider staff in order to enable effective partnerships and engagement with, and meaningful participation in the Council's work and processes by, tangata whenua.

- Work with teams across Council to ensure the effective operation of the Council's Māori Standing Committee and Regional Planning Committee, including managing agendas and advice, and liaising with Committee Chairs, Co-Chairs and Māori representatives.
- Ensure that the Council is informed of Māori perspectives, and is meeting its Māori-specific statutory and Treaty Settlement obligations in the work that it does.
- Ensure that Council staff develop an understanding of Te Ao Māori (Māori view of the world) Recognise, acknowledge and partner with Tāngata Whenua entities across our region.
- Ensure timely and appropriate information sharing occurs within HBRC avoiding any 'surprises' and offering solutions for any issues arising.
- Participate in national forums and stay connected to the national picture as it relates to catchment management.
- Maintain relevant databases specific to the Māori Relationships portfolio
- Effectively contribute to the Group's planning processes, budget preparation and reporting requirements.
- Support and actively become involved in the implementation of the Group's work plans and priorities.
- Provide effective customer service to internal and external clients seeking input from the Group.
- Act as a representative to Council at appropriate local and central government conferences and seminars, and other events held within the region
- Participate in relevant research on national and local Māori issues and, where appropriate, assist with advice and recommendations to Council on these issues.
- Ensure contracts and contractors are managed in accordance with HBRC processes, ensuring satisfactory performance.
- Establish and maintain close working relationships with internal and external contacts including local Authorities, tangata whenua, ratepayers, landowners, suppliers, consultants and contractors
- Support and contribute to the Māori Partnership Group effort to build cultural competency, capability and capacity within HBRC
- Develop an understanding of the needs of the organisation to enable tailored support specific to areas and groups across Council.
- Develop and deliver training and guidance to staff on best practice engagement and increasing cultural capability.

JOB SPECIFIC ACCOUNTABILITES

- Be the Group Manager's point of contact, anticipate GM needs, triage requests in order to prioritise urgent and often sensitive matters.
- 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
- Undertake administration for meetings, organise travel, and provide general support to facilitate the smooth operation of the Group Manager's portfolio of activity.
- 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.
- Collate papers for meetings, prepare and circulate agendas, recording minutes and action points as required.
- Monitor reports within deadlines for Council and Committee agendas.
- Exercise discretion and diplomacy to ensure the optimal use of the Group Manager's time.
- 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 documentutation 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.
- Facilitate event management as required, liaising with all parties to ensure a successful outcome.
- Oversee relevant systems and procedures [for example, act in the capacity of a TechOne Champion].
- All other duties as requested by your manager, and reasonable to the position.

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:

- 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

- Ability to work autonomously
- Sound judgement and initiative
- Ability to appropriately manage confidential material.
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- 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