

<b>POSITION TITLE:</b>	Executive Assistant to the Chief Executive and Chair		
<b>GROUP:</b>	Chief Executive Advisory	<b>SECTION:</b>	n/a
<b>REPORTS TO:</b>	Chief Executive		
<b>RESPONSIBLE FOR:</b>	Indirect Leadership of EAs across HBRC		
<b>FAMILY:</b>	TC3	<b>GRADE:</b>	14
<b>DATE REVIEWED:</b>	February 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 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 Executive Assistant to the Chief Executive provides specialised high-level administrative and organisational support to the Chief Executive, Chair, and Councillors, ensuring the efficient functioning of Council operations. This role manages complex diaries, correspondence, and travel arrangements, while handling sensitive and confidential matters with discretion. It involves coordinating meetings, workshops, and corporate events, preparing agendas and documentation, and maintaining Council systems and templates. The EA informally leads the Executive Assistant team, fostering best practice, supporting recruitment, induction, and performance development. Additionally, the role contributes to Council projects, champions branding standards, and ensures excellence in service delivery through proactive communication and continuous improvement.

#### GROUP AND TEAM GOALS:

The Chief Executive Advisory Group provides the following role and functions:

- Provides high-level support and advice to the Chief Executive and Chair on a range of topics including, governance and council wide performance.
- Provides direct assistance to the Chief Executive on a range of topics and projects, including written reports, advice and research.
- Ensures that the Chair and councillors have support and timely response to queries to ensure they can carry out their functions effectively.
- Responds to a variety of queries from stakeholders and other ratepayers that require the attention of the Chief Executive.
- Promotes the concept of continuous improvement and business improvement across Council and is involved in key strategic planning processes.

## JOB SPECIFIC ACCOUNTABILITIES

### **Executive Support & Administration**

- Act as the primary point of contact for the CE and Chair, exercising discretion, diplomacy, and strict confidentiality to optimise their time.
- Anticipate needs by screening and prioritising urgent and sensitive matters, initiating action to facilitate resolution and problem solving.
- Respond autonomously to issues, enquiries and communications on behalf of the CE and Chair, within HBRC delegations and authority levels.
- Draft and coordinate high-quality executive correspondence and documents (e.g., submissions, briefings, discussion papers) and manage related records to HBRC standards.
- Manage complex electronic diaries, schedule and prioritise meetings with competing deadlines, and coordinate travel for the CE and Chair (providing support for Councillors as required).
- Prepare agendas and papers, oversee full meeting logistics (venue, catering, accommodation), and track follow-up actions to ensure delivery.
- Engage constructively with HBRC teams, Councillors and external bodies, and maintain open dialogue with CE Office leadership and identify and escalate risks that may impact delivery.
- Collaborate with peer Executive Assistants to share best practice, streamline processes, and ensure a consistent, high-quality service experience.
- Monitor administrative systems and procedures for compliance (including records management and HBRC policy) and implement improvements to enhance service design and delivery.
- Code and authorise invoices accurately, reconcile CE and EA credit cards, sign off Flexipurchase transactions, and steward resources responsibly; oversee the internal sponsorship budget (e.g., staff sports teams).
- Maintain the HBRC Common Seal Register and prepare monthly reporting; distribute weekly Executive agendas and track actions; coordinate Executive workshops and strategic planning logistics.
- Champion HBRC branding, maintain templates and autotexts, and develop presentation materials as required.
- Organise regular field-office meetings for the Executive Team.
- Acknowledge staff welfare milestones (births, bereavements, farewells) in line with HBRC practice.
- Uphold professional standards and build networks across HBRC and the wider community consistent with HBRC values.

### **Event Management**

- Plan and deliver key corporate events, including Annual Staff Awards, long service and retirement celebrations.
- Ensure events reflect Council values and enhance staff engagement and organisational culture.

### **Leadership & Team Coordination**

- Provide leadership and guidance to the Executive Assistant cohort, fostering collaboration and sharing best practice.
- Coordinate EA forums and support workload management across the team.
- Lead recruitment, induction, and training of new Executive Assistants, and contribute to their ongoing development and performance.
- Act as a trusted advisor to managers on EA capability and resourcing.

### **Relationship Management & Culture**

- Build and maintain strong relationships with Councillors, senior leaders, and staff to support effective governance and decision-making.
- Promote a culture of professionalism, service excellence, and continuous improvement within the executive support function.
- Represent the CE office in a manner that upholds Council's reputation and values.

### **Other**

- Develop and maintain positive, productive communication with HBRC management and staff to embed a culture of service excellence.
- Contribute to continuous improvement by reviewing and refining Executive Support procedures to lift efficiency and consistency.
- Administer relevant HBRC systems and procedures and ensure compliance with records management and HBRC policies.
- Set and maintain high standards of work quality and deliver outputs to agreed timeframes.
- Prioritise multiple tasks effectively, manage time, and work independently to deliver a self-managed work programme.
- Maintain an in-depth understanding of HBRC's operating and political environment and align activities to HBRC objectives.
- Build and sustain networks across HBRC and the wider community to support effective collaboration.
- Inform the appropriate manager of emerging issues that may impact the CE's Office and escalate risks as required.
- Undertake additional duties as required to ensure the smooth operation of the CE office.

## **FUNCTIONAL RELATIONSHIPS**

### **Internal**

- Group Managers
- Executive Team
- Elected members
- Team members
- Other teams and managers

### **External**

- Consultants and contracts
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

## **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 promote the concept of continuous improvement actively and enthusiastically 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.

## **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.

- Relevant bachelor's degree or equivalent tertiary qualification.
- Proven experience as an Executive Assistant or in a senior administrative role supporting Chief Executive or senior leadership.
- Experience in organising meetings, workshops, and large-scale events.
- Experience in handling confidential and sensitive information with discretion.
- Previous experience in leading or mentoring administrative staff is desirable.
- Valid NZ full driver's licence required.

### Knowledge

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

- Demonstrated ability to manage complex diaries, travel arrangements, and high-level correspondence.
- Strong financial administration skills, including invoice processing and credit card reconciliation.
- Proficiency in Microsoft Office Suite and other relevant business systems.
- Advanced knowledge of office administration practices and executive support functions.
- Strong understanding of meeting and event coordination, including logistics and stakeholder engagement.
- Familiarity with financial processes such as coding, reconciliation, and budget monitoring.
- Knowledge of branding standards and document management systems.
- Understanding of organisational governance and decision-making processes.
- Awareness of project management principles and continuous improvement methodologies.
- Knowledge of governance processes and working within a political or public sector environment is advantageous.
- Experience in the preparation of meeting documentation, minute taking and meeting follow-up.
- Analytical skills.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- 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

- Highly organised with the ability to prioritise multiple tasks and meet deadlines.
- Exceptional attention to detail and commitment to producing high-quality work.
- Strong interpersonal and communication skills, with the ability to build positive relationships at all levels.
- Diplomatic and discreet, with a high level of integrity and professionalism.
- Proactive and resourceful, able to anticipate needs and work independently.
- Flexible and adaptable to changing priorities in a fast-paced environment.
- Collaborative mindset, with a willingness to share knowledge and support team success.
- Resilient under pressure and able to maintain composure in sensitive situations.
- Ability to create harmony in a team.
- 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