

 HAWKE'S BAY District Health Board Whakawāteatia	POSITION TITLE	Personal Assistant and Team Secretary		
	DIRECTORATE	Operations Directorate	DEPARTMENT	Operations Directorate.
	REPORTING TO (operationally)	Adrienne Whelan	REPORTING TO (professionally)	Bronwyn Goldfinch
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers the Operations Directorate in the Hawke's Bay District Health Board (HBDHB)			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To provide secretarial and administrative support to the Service Director and some support to the Service Directors direct reports within the Directorate, maintaining a welcoming, responsive and professional interface with all people who communicate with the Service Director, ensuring that they feel their needs are met. ▪ The provision of an excellent customer focussed secretarial and office management service, assist the Service Director to deliver the highest quality service. ▪ To provide an efficient, accurate and timely secretarial, word processing and administration service to the Operations Directorate. ▪ To be responsible for, to carry out and co-ordinate secretarial/administration duties associated with the provision of services to the Service Director's direct reports group. 			
KEY DELIVERABLES	<ul style="list-style-type: none"> ▪ To provide support to the Service Director and Team: ▪ Provide a welcoming, responsive and professional interface with all people who communicate with the Service Director, ensuring that they feel their needs are met ▪ Manage the Service Director diary and if needed the service directors direct reports diary responding to incoming and outgoing emails as appropriate. ▪ Operate an effective bring-up system for appointment-related paperwork for the Service Director and if required the direct reports. ▪ Monitoring deadlines (for responses due) and following up with other Staff / Managers on reports scheduled for delivery to the Service Director. ▪ Maintain relevant files including personnel files ▪ Contributes to the professional image of the organisation by handling telephone calls and enquiries in a prompt, accurate and culturally courteous manner at all times ▪ Review correspondence, prioritise and draft responses as required ▪ ACTOR roster building /approvals – as required ▪ FMIS including invoicing, coding, reporting requirements - as required ▪ Provide general word processing and typing to high professional standard (word, excel, power point etc) ▪ Draft letters, memoranda and presentation material ▪ Arrange and organise functions, meetings, presentations, conferences and workshops including venues, catering and all associated documentation for the Service Director. ▪ Co-ordinate agenda, dispatch papers, attend meetings, take minutes, dispatch minutes, book meeting rooms. ▪ Provide administration, minute taking and booking rooms for other meetings as required by the Service Director ▪ Organise all travel arrangements for the director leads and others as requested. ▪ Liaise with external agencies and consultants as requested ▪ Receive visitors to the office in a culturally appropriate manner ▪ Recruitment using Taleo system and orientation ▪ Policies & Procedures ▪ Complaint and event co-ordination ▪ CAPEX co-ordination for service 			
HEALTH & SAFETY RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: ▪ Not to do anything that puts your own H&S at risk ▪ Not to do anything that puts others H&S at risk ▪ To follow all health and safety policies and procedures ▪ To follow all reasonable health and safety instructions ▪ (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 			

KEY WORKING RELATIONSHIPS	INTERNAL <ul style="list-style-type: none"> ▪ Service Director ▪ Other Directorates ▪ HBDHB Staff ▪ Direct reports and their team leaders ▪ Quality & Safety Team ▪ Learning & Development ▪ Finance/Contracts ▪ Project Office ▪ Procurement 	EXTERNAL <ul style="list-style-type: none"> ▪ Health Hawke's Bay (PHO) ▪ Primary Care Organisations ▪ Nursing Council of New Zealand ▪ Midwifery Council of NZ ▪ New Zealand Nurses Organisation (NZNO) ▪ Clinical Advisory Board ▪ General Public ▪ Consumers ▪ NGO's ▪ Families/Whanau
DELEGATION AND DECISION	As required by Service Director <ul style="list-style-type: none"> ▪ Pay approvals ▪ FMIS approvals ▪ Training approvals ▪ Annual leave approvals 	
HOURS OF WORK	80 hours a fortnight	
EMPLOYMENT AGREEMENT & SALARY	In accordance with the Administration/Clerical Multi Employer Collective Agreement (MECA) Band 5 according to qualifications and experience.	
DATE	May 2020	
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> ▪ As required by Service Director. ▪ May hold credit card for directorate with delegated allowance 	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Excellent computer/keyboard skills utilising Microsoft applications – Word, Excel, Power point, Outlook, Winscribe ▪ Comprehensive understanding of high level clerical and administration principles. ▪ Excellence communication skills, ability to communicate at all levels. ▪ Can be relied upon to effectively manage highly confidential issues. ▪ Self motivated, innovative, flexible and able to work autonomously or as part of a team. ▪ Ability to plan and coordinate tasks ensuring optimum use of time and resources. ▪ Will be responsive to ad-hoc requests and is adaptable to the changing needs of the organisation. ▪ Clear focus on all areas of a task and able to show consistently strong attention to detail. ▪ Must be able to multi-task and have the ability to remain calm under pressure. ▪ Must be proactive and able to forward plan. ▪ Ability to demonstrate excellent organisational skills and accept responsibilities for work outcomes/outputs.. 	

ESSENTIAL CRITERIA

Qualifications

- Significant previous experience in a role as a Personal Assistant or similar position

Experience

- Extensive experience in health (ideally 10 + years)
- Proven customer service skills
- Dictaphone/winscribe typing experience.

Business/Technical Skills

- Excellent computer/keyboard skills utilising Microsoft applications – Word, Excel, Power point, Outlook, Winscribe.

Leadership Competencies

- Ability to build effective and positive relationships with key personnel within and external to the service and with key stakeholders aligned to the service.

Key Attributes

- Ability to plan and coordinate tasks ensuring optimum use of time and resources.
- Will be responsive to ad-hoc requests and is adaptable to the changing needs of the organisation.
- Clear focus on all areas of a task and able to show consistently strong attention to detail.
- Must be able to multi-task and have the ability to remain calm under pressure.
- Must be proactive and able to forward plan.
- Ability to demonstrate excellent organisational skills.

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role:

Sitting at a desk for periods of time. Ability to push a trolley or carry a box.

Vaccination status for role:

Flu vaccine is up to date



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.