

STATEMENT OF ACCOUNTABILITY

Personal Assistant

TEAM	Integrated Health Services Central, Te Tai o Poutini West Coast
POSITION TITLE	Personal Assistant (PA)
REPORTS TO	Operations Manager - Central

**OUR TEAM
ACCOUNTABILITY**

Reporting to the Integrated Health Services Central (IHSC) Operations Manager, Te Tai o Poutini West Coast, this role will see you providing efficient and timely PA support to achieve the smooth running of IHSC. This is a fast paced, rewarding, and challenging role that requires outstanding attention to detail and the ability to adhere to deadlines while remaining calm and flexible.

**MY ROLE
RESPONSIBILITY**

The Personal Assistant role is responsible for enabling and supporting the Operations Manager (Ops Manager) Central Te Tai o Poutini West Coast. This entails ensuring communications are efficient and support the application of all Te Whatu Ora policies, processes, and tools, including proactive issues management, relationship management to enable the Ops Manager priorities and business objectives to be successfully achieved.

Specifically, the role is responsible for:

- Providing accurate and confidential PA support to the Ops Manager
- Ensuring that all communications and correspondence to Ops Manager are monitored and they are notified of any urgent matters
- Agenda preparation and distribution
- Co-ordinating meetings and transcribing minutes for distribution
- Building positive working relationships
- Managing the diaries of the Ops Manager
- Working collaboratively with the wider PA group, and as agreed with the Ops Manager, providing support where required to cover periods of leave
- Contributing to and collating multiple reports, ensuring they are typed and distributed to appropriate recipients within required timeframes
- Collating operational data such as leave reporting, in the required format
- Functions/workshops are organised, and administrative tasks and catering related to these functions/workshops is undertaken as required
- Projects initiated by the Ops Manager are thoroughly researched and completed within the allocated timeframe
- Project progress reports are monitored and tracked to assist the Ops Manager in meeting deadlines
- Raise Purchase Orders, process iProc/Oracle requests and arrange travel through Orbit, as delegated by the Ops Manager
- Provide administrative support to various Committees, Project teams and staff as directed by the Ops Manager
- Other duties as reasonably directed by the Ops Manager from time to time

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- Natural service ethos
- Display self-knowledge and self-awareness
- Maintain confidentiality
- Actively seeks feedback
- Foster a positive culture
- Ability to negotiate
- Problem Solving
- Critical and logical thinking
- Autonomous problem solving
- Build relationships
- Adaptable to fast changing environments

MY RELATIONSHIPS TO NURTURE

Internal

- Organisational Leadership Group members
- Direct reports of Ops Manager
- Support services (e.g. Data & Digital)
- Personal Assistants and other Administrators
- Executive team – Waitaha

External

- Relevant health providers across the Te Tai o Poutini
- Relevant health providers across New Zealand
- Ministry of Health
- Te Whatu Ora
- Various technology suppliers
- Various Unions
- Education and training institutions
- External consultants

MY WELLBEING, HEALTH AND SAFETY

Care starts here

Our people are the most important thing at Te Whatu Ora Te Tai o Poutini West Coast. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:

- **Look:** It's everyone's responsibly to be on the lookout for risks.
- **Make the right choice:** If you see a risk, either fix it yourself if that's the right thing to do or speak up so someone else can. If you're not sure what to do look at the relevant policy and procedure.

Through working together, we can look after ourselves and those around us.