



MANA MOKOPUNA Children's Commissioner

POSITION DESCRIPTION

Position:	Executive Assistant to Children's Commissioner
Location:	Te Whanganui-a-Tara, Wellington
Reporting to:	Executive Director
Issue Date:	August 2026
Delegated Authority:	As authorised
Staff Responsibility:	No

Our Organisation

Mana Mokopuna - Children's Commissioner advocates for all 1.2 million mokopuna aged under 18 in Aotearoa and care-experienced mokopuna aged under 25.

Established under the Children's Commissioner Act 2022 and building on over 35 years of New Zealand independent children's commissioners, Mana Mokopuna is an Independent Crown Entity led by the Children's Commissioner.

We advocate for children's rights to be recognised and upheld, provide advice and guidance to government and other agencies, advocate for system-level change, ensure children's voices are heard in decisions that affect them and monitor places where mokopuna are detained.

Our name, Mana Mokopuna, describes who we are and what we stand for.

At its heart, Mana Mokopuna recognises the many elements that will support mokopuna to thrive. It focuses on children and young people in the context of their family, whānau, hapū, iwi and wider community. It also recognises that their participation in decisions that affect them is vitally important.

Our Vision and Values

Our moemoeā is *Kia kuru pounamu te rongo* - All mokopuna live their best lives.

We want to see every child in Aotearoa, regardless of their background, growing up knowing they belong with their whānau, having what they need to live their best life. It means mokopuna have a say about what matters for them, and that their rights are respected, protected and advanced by those in power.

Te Tiriti o Waitangi is central to our work, alongside the United Nations Convention on the Rights of the Child. Our work is grounded in our mātāpono, or organisational values, through a framework called *Te Puna Mātāpono*, which expresses how we think, behave, make decisions and undertake our mahi in service of mokopuna:

- **Te Puna Whakamana:** We recognise, uphold and restore the mana of mokopuna and all those we work alongside by valuing people's dignity, strengths, and potential, and creating environments where everyone feels heard, respected, and able to contribute.
- **Te Puna Whanaunga:** We strengthen connection through relationships, shared purpose and collective responsibility. Recognising that meaningful change happens through connection. Strong relationships, trust and reciprocity enable us to work collectively in service of mokopuna.
- **Te Puna Tiaki:** We exercise stewardship for the people, kaupapa and responsibilities entrusted to us. Te Puna Tiaki reflects stewardship. It recognises our responsibility to protect, nurture and strengthen what has been entrusted to our care, ensuring that our people, our kaupapa and our organisation remain strong for current and future generations.
- **Te Puna Maia:** We act with courage to advance the rights, wellbeing and aspirations of mokopuna. Recognising that meaningful change often requires courage. It calls on us to speak up, challenge inequity, embrace innovation and stand alongside mokopuna, even when the work is difficult.

Purpose of this Position

The Executive Assistant provides high-quality, confidential executive and administrative support to the Children's Commissioner, managing the office systems diary, correspondence and engagements.

This role makes sure the Children's Commissioner is well prepared, well supported and able to focus on the priorities that matter most for the mokopuna of Aotearoa New Zealand.

Working Relationships

Internal: • Children's Commissioner • Executive Director • Executive Assistant to Executive Director • Leadership Team • Teams and kaimahi across the tari	External: • External stakeholders, including at the most senior levels • Minister's Offices • Ministry of Social Development • Government Departments • Stakeholders across Government, NGO and community sectors • Executive Assistants across the public sector
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Key Accountabilities

Key Result Areas	Accountabilities
Executive Support	• Build an excellent working relationship with the Children's Commissioner based on a high-trust, collaborative way of working. • Develop a thorough knowledge of the Commissioner's work commitments and priorities, analysing information received to identify emerging issues, associated risks and potential solutions, and bringing these to their attention in a timely way. • Manage Commissioner's day-to-day office systems, including email, diary, travel (organising travel and itineraries, including international travel as required, with a forward view that applies wellbeing factors to all arrangements), meetings and coordination, correspondence, follow-ups and actions. • Prepare high-quality correspondence, presentations, reports and memos on behalf of the Commissioner, ensuring accuracy and attention to detail, often for a range of individuals and groups and often highly confidential and sensitive. • Work with the leadership team to provide high-quality briefing and support papers for meetings and appointments, allowing adequate time for them to read and be properly briefed. • Maintain a bring-up system so they are aware of and addressing matters that need their attention, proactively identifying and prioritising anything urgent or high-risk and gathering the relevant information for them to evaluate and respond to. • Process and synthesise a high volume of correspondence from external stakeholders and from Mana Mokopuna team members, using sound judgement to identify issues of relevance, importance and necessity. • Together with them, plan and optimise their schedule, balancing commitments, priorities and competing demands. • Monitor correspondence and assign activities to the most appropriate manager or kaimahi, drawing attention to important and urgent tasks, setting clear objectives and timeframes, and monitoring progress to resolution. • Make sure the Commissioner is prepared for agreed commitments, with the right supporting materials and enough time in the diary to be properly briefed. • Make appropriate decisions on behalf of the Commissioner within agreed parameters and in line with relevant policies and protocols.

	• Manage the stakeholder engagement plan for the Commissioner so all regular engagements are booked in advance, reviewed in a forward plan, and communicated to the leadership team as appropriate.
Administrative Support	• Make sure the Commissioner has the tools they need to do their role, such as IT and phone requirements, organising updates, training and managing issues as appropriate. • Work with the Commissioner to manage and maintain their business expenses within organisational policies and protocols. • Make sure invoices and statements are prepared in line with organisational and audit requirements, with correct coding and accurate authorisations. • Coordinate meetings as required, internal and external, including scheduling, arranging resources, preparing agendas, collating papers, and recording and distributing minutes. • Provide administration support, including document development and formatting such as template development (MS Word and PowerPoint), diagram and chart design, and presentation slides. • Set up and maintain effective electronic and paper filing systems and procedures, developing new systems as required so information can be found quickly. • Maintain filing systems and records for the tari, including the disposal of records in line with retention schedules. • Participate in the development, maintenance and improvement of administrative systems and processes across the organisation.
Relationship Management	• Establish, build and maintain excellent working relationships internally and externally. • Represent the Children's Commissioner with integrity and in line with organisational values, exercising sensitivity to the nature of various professional relationships. • Build and maintain an appropriate network of contacts to support day-to-day operations, for example with other EAs across the public sector, the NGO sector and beyond. • Liaise with and maintain excellent professional relationships with stakeholders across the government and community sectors on their behalf, coordinating hui and engagements, gathering key

	information for briefings, and accurately conveying their messaging.
Team & Individual Performance	• Participate in peer review of own and others' work, accepting feedback on own performance. • Identify and act on personal development opportunities. • Actively and positively participate as a member of the team. • Proactively identify opportunities to support and improve the organisation's operations.
Health, Safety & Wellbeing	• Comply with all health, safety and wellbeing policies and procedures. • Manage own personal health and safety and contribute to the safety of others. • Report all incidents and near misses in a timely manner and help identify and manage hazards. • Remain familiar with emergency management and business continuity plans, and participate in periodic reviews, training and tests.
Te Tiriti o Waitangi Obligations	• Ensure that practices, processes, activities and initiatives are reflective of our commitment and obligations under Te Tiriti o Waitangi. • Actively work to improve skills and knowledge of Te Reo Māori and Tikanga Māori. • Demonstrate a commitment to and respect for Te Tiriti o Waitangi and incorporate this into day-to-day mahi.
Other Duties	• Assist in the planning, management and delivery of events, seminars and conferences hosted by the Children's Commissioner and by Mana Mokopuna. • Coordinate with and support other executive support colleagues across the tari to share good practice and develop consistent ways of working. • Provide cover and support for other support roles within the tari as required. • Perform other duties to support the team or the wider tari, as delegated.

Technical/Professional knowledge and skills

- Extensive proven experience providing high-quality executive and administrative support to senior leaders, including experience supporting Commissioners, Chief Executives or other similar level executives.
- Demonstrated ability to operate effectively within an executive and/or governance environment, manage sensitive information with discretion, and build trusted relationships with senior leaders and key stakeholders.
- High level of integrity and professionalism, and able to maintain confidentiality and discretion
- Proven experience and ability in building and maintaining positive and productive relationships and networks
- Excellent verbal, written and interpersonal communication skills
- Team player who works collaboratively and considers the views of others
- Proven ability to function in an organisationally savvy way
- An excellent knowledge of best-practice administration / secretarial systems, practices, procedures, and technology
- Significant experience in developing, managing, and improving administration processes and procedures
- Sound analytical and problem-solving skills, attention to detail and the ability to use sound judgment to prioritise when managing competing deadlines
- Demonstrated ability to take a briefing and deliver on it within agreed parameters and to deadline
- Demonstrated ability in producing high-quality work, individually and as part of a team
- Experience in financial administration including administration of budgets and invoice / account reconciliation
- Tech-savvy and an advanced level of computer literacy including expertise in MS Office Suite
- Excellent organisational skills, including an ability to see things through to completion and meet deadlines
- Excellent self-management skills, including working effectively under pressure, with a strong ability to cope in ambiguity and change

Special Requirements

- Demonstrated commitment to embedding Te Tiriti based practice within previous roles, and commitment to progressing the Te Tiriti journey of the Commission, including participating in Te Reo lessons or cultural development activities
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.