



# MANA MOKOPUNA

Children & Young People's Commission

## POSITION DESCRIPTION

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<b>Position:</b>	Executive Assistant to Chief Children's Commissioner
<b>Location:</b>	Te Whanganui-a-Tara
<b>Reporting to:</b>	Corporate Services Manager
<b>Issue Date:</b>	July 2023
<b>Delegated Authority:</b>	Nil
<b>Staff Responsibility:</b>	Nil

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## Our Organisation

Mana Mokopuna - Children and Young People's Commission is an independent advocate for all 1.2 million mokopuna aged under 18 in Aotearoa New Zealand and care-experienced mokopuna aged up to 25. Mana Mokopuna was established in July 2023, but the organisation was previously the Office of the Children's Commissioner, and we have a rich whakapapa built on the commitment of former [Children's Commissioners](#) since 1989.

The Commission is an Independent Crown Entity governed by a board of six Commissioners led by the Chief Children's Commissioner. It advocates for children's rights to be recognised and upheld, provides advice and guidance to government and other agencies, advocates for system-level changes, ensures children's voices are heard in decisions that affect them and monitors places where young people 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 honoured by those in power.

Te Tiriti o Waitangi is central to our work. Honouring and reflecting Te Tiriti is one of the core values that drives us. We have a tikanga framework with four values-based principles that guide our mahi and behaviour:

- **Aroha:** Mokopuna are taonga. They are born with their own inherent mana. We will always act with compassion and empathy, adapting readily to respond to their needs.
- **Pono:** We believe honesty and integrity are key to doing our job well. We will always report things as we see them and never as how others want them to be seen. We stay true to one important thing: we do as we say we will.
- **Tika:** We are always about the best results for mokopuna. We empower others to bring about the best for them. We're independent and will always speak out for their interests. We consider the range of needs we have to meet and make every attempt to get it right. We never shy away from the hard stuff.
- **Mātauranga:** Mokopuna are our reason for being. They are involved, participate, and have input into things we do. We act from a place of knowledge; we work from evidence and advise others based on the things we learn.

## Purpose of this Position

The Executive Assistant is responsible for providing proactive, high-quality executive and administrative support services to the Chief Children's Commissioner, maximising their ability to carry out their responsibilities effectively and efficiently.

The Chief Children's Commissioner works full-time and is also the Chair of the Board of the Children and Young People's Commission. From time to time, the Executive Assistant may also provide some administrative assistance to the Commissioners of the Board, in conjunction with the Board Secretariat. The Executive Assistant is responsible for ensuring a professional and helpful approach with all internal and external parties and undertaking their work with the highest standards of professionalism at all times.

This role must work collaboratively with administrators and other kaimahi across the Commission to develop and implement efficient systems and processes that support the effective partnership between the Chief Children's Commissioner and Board members with the Chief Executive and wider Commission.

## Working Relationships

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"><li>• Chief Children's Commissioner</li><li>• Corporate Services Manager</li><li>• Children &amp; Young People's Commissioners</li><li>• Executive Assistant to Chief Executive</li><li>• Senior Leadership Team</li><li>• Communications Team</li><li>• Kaimahi across the tari</li></ul>	<ul style="list-style-type: none"><li>• External stakeholders, including at the most senior levels</li><li>• Minister's Offices</li><li>• Ministry of Social Development</li><li>• Government Departments</li><li>• Crown Entities</li><li>• NGOs</li><li>• Care providers</li><li>• Children and young people</li><li>• General public</li></ul>

## Key Accountabilities

Key Result Areas	Accountabilities
Executive support	<ul style="list-style-type: none"> <li>• Build an excellent working relationship with the Chief Children's Commissioner based on a high-trust, collaborative way of working</li> <li>• Build positive working relationships with the Children and Young People's Commissioners, Corporate Services Manager, Board Secretariat and other key staff across the Commission</li> <li>• Develop knowledge and understanding of the Chief Children's Commissioner's work commitments and priorities to assist them in meeting their outcomes</li> <li>• Use sound judgement in identifying issues of relevance, importance, and necessity</li> <li>• Manage private and confidential information, situations and issues in a manner that reflects the highest standards of integrity and professionalism, and the level and seniority of the environment</li> <li>• Provide day-to-day support for the Chief Children's Commissioner including diary management, email management, travel and logistics scheduling and arrangements and itineraries, answering phone calls, meeting co-ordination, correspondence, follow-ups, and actions</li> <li>• Together with the Chief Children's Commissioner, plan and optimise their schedule, balancing commitments, priorities and conflicting demands, enabling them to undertake the requirements of their role efficiently and effectively</li> <li>• Maintain a bring-up system which ensures that the Chief Children's Commissioner is aware of and addressing matters that need their attention, including by proactively identifying and prioritising all matters that require urgent action/are high-risk, and gathering and presenting relevant information for the Chief Children's Commissioner to evaluate and respond to</li> <li>• Preparation of and replies to correspondence with a range of individuals and groups, and which is often highly confidential and sensitive</li> <li>• Work with the Chief Children's Commissioner to ensure that they are prepared for agreed commitments, including that they have the appropriate supporting materials/documentation</li> </ul>

Key Result Areas	Accountabilities
	<ul style="list-style-type: none"> <li>• Prepare high quality presentations, reports and memos on behalf of the Chief Children's Commissioner, and ensure they are across the finer details</li> <li>• From time-to-time, provide executive support to the Children and Young People's Commissioners on an ad-hoc basis to support their attendance at meetings, and support them to be prepared for agreed commitments</li> <li>• Coordinate with the Principal Advisor Governance and Secretariat Administrator as needed</li> <li>• Other executive support as needed from time-to-time as needed</li> </ul>
Administrative support	<ul style="list-style-type: none"> <li>• Manage the Chief Children's Commissioner's IT and phone requirements, organising up-dates as appropriate</li> <li>• Work with the Chief Children's Commissioner and Commissioners to manage and maintain the Board's budget and business expenses</li> <li>• Process invoices for the Chief Children's Commissioner and Commissioners, in line with organisational and audit requirements, including with correct coding and accurate authorisations</li> <li>• Ensure invoices are shared with the finance team in a timely manner to enable processing by the due date</li> <li>• Coordinate meetings as required (internal and external), including scheduling, arranging resources, production of agendas and collation of papers and recording and distributing minutes</li> <li>• Undertake document formatting, template development (MS Word and PowerPoint), diagram/chart design and creation and slides for presentations</li> <li>• Set up and maintain effective electronic and paper filing systems and procedures for all documentation, and develop new document management systems and procedures as required, enabling the Commissioners to have quick access to information</li> <li>• Participate in the development, maintenance and improvement of systems and processes used for administrative support within the Commission</li> <li>• Other administrative support from time-to-time as needed</li> </ul>

Key Result Areas	Accountabilities
Relationship management	<ul style="list-style-type: none"> <li>• Establish, build, and maintain excellent working relationships internally and externally, including with the Chief Executive, Board secretariat, senior managers and administrators within the Commission</li> <li>• Contribute to the Chief Children's Commissioner's overall effectiveness by representing them with integrity and in line with Commission values, and by exercising sensitivity to and awareness of the nature of various professional relationships in the operating context</li> <li>• Exercise the highest levels of professionalism and care for relationships, and build and maintain an appropriate network of contacts to assist with day-to-day operations – e.g., with other EAs across the public sector, NGO sector and beyond</li> <li>• Maintain open communication channels, working collaboratively to facilitate efficient arrangements and sharing of information</li> <li>• Coordinate with and assist other executive support colleagues across the Commission so that best practice is shared and shared ways of working are developed, to enable optimal executive support across the Commission</li> <li>• Demonstrate a high-level of client focus, with credibility, integrity and professionalism with colleagues and key contacts</li> </ul>
Team and individual performance and activities	<ul style="list-style-type: none"> <li>• Actively and positively participate as a member of the team</li> <li>• Proactively look out for opportunities to support and improve the Commission's operations</li> <li>• Demonstrate a commitment to and respect for Te Tiriti o Waitangi and incorporate this into day-to-day work</li> <li>• Support projects, which include other team members</li> <li>• Participate in peer review of own and others work, accepting feedback on own performance</li> <li>• Identify and act on personal development opportunities</li> </ul>
Special projects and other duties	<ul style="list-style-type: none"> <li>• Provide cover and support for other Executive Assistants and administrators as required</li> <li>• Undertake special projects and other duties within the Commission as required</li> <li>• Support project co-ordination across the Commission where needed</li> <li>• Organise events and functions as necessary</li> <li>• Organise international travel and itineraries as required</li> </ul>

Key Result Areas	Accountabilities
Health and safety at work	<ul style="list-style-type: none"> <li>• Comply with all health and safety policies and procedures, safety and security policies and procedures, and wellbeing policies and procedures</li> <li>• Manage own personal health and safety</li> <li>• Ensure own and other's safety at all times</li> <li>• Report all incidents and near misses in a timely manner and help to identify and manage hazards</li> <li>• Support the site health and safety committees</li> <li>• Remain familiar with emergency management and business continuity plans for the Commission, and participate in periodic training, reviews and tests of the business continuity plans and operating procedures</li> </ul>

### Technical/Professional knowledge and skills

- Extensive proven experience in providing executive or senior administration support to senior level managers, with previous experience working with a board in a governance environment ideal
- 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