



# Job Description

February 2019

<b>Job title</b>	<b>Personal Assistant</b>
<b>Reports to</b>	Consulting Managers
<b>Vacancy type</b>	Permanent, full time, Monday to Friday
<b>Role purpose</b>	To provide outstanding support to the Consultant Managers of the firm.
<b>Place of work</b>	GHA Centre, 1108 Fenton Street, Rotorua
<b>Requirements</b>	New Zealand residency; New Zealand drivers licence

## Background:

GHA assists a range of interesting organisations by providing a personalised service based on excellent working relationships. Our client base includes Māori Trusts, Incorporations, Treaty Settlement entities, Small-Medium Enterprises and Non-Government Organisations providing essential services to our community. Understanding the needs of our clients and adding value is essential, as their success is our priority. We are committed to providing decision based information to our clients and helping their organisations grow.

In addition to accounting and secretarial support and advice, we undertake a range of consulting engagements, provide business mentoring and deliver share register services. We also have a range of innovative reporting tools that we are able to implement with our clients.

## Our values

Our value statements epitomise who we are and what we stand for. These are qualities and attributes that we that we look for in team members. We expect our team to promote and uphold these values in their work.

Value Statement	What does this mean?	This value is expressed by:
<b>Te ringa manaaki</b>	We show respect, generosity and care towards our clients, colleagues and community.	<ul style="list-style-type: none"> <li>• Sharing knowledge</li> <li>• Seeking opportunities to share</li> <li>• Providing a warm, friendly and welcoming environment</li> <li>• Creating a great place to work</li> </ul>
<b>Kia riro pūkenga</b>	We acquire and pass on skills, expertise and knowledge to empower Māori organisations.	<ul style="list-style-type: none"> <li>• Sharing what we know</li> <li>• Making business concepts easy to understand</li> <li>• Developing our staff so they have the best knowledge and skills available</li> </ul>

<b>He whānau kotahi</b>	We believe whānaungatanga is important – in our whare, colleagues, clients and visitors are treated as whānau.	<ul style="list-style-type: none"> <li>• Treating our clients and visitors like family</li> <li>• Providing a welcoming environment for clients and their whānau</li> <li>• Supporting each other in everything we do</li> <li>• Maintaining a balance between work and whānau</li> </ul>
<b>Kia pono te kōrero</b>	We are honest and keep our promises.	<ul style="list-style-type: none"> <li>• Delivering on our promises</li> <li>• Being honest, open and transparent</li> <li>• Putting things right when we make mistakes</li> </ul>
<b>Kia tika te mahi</b>	We act with integrity.	<ul style="list-style-type: none"> <li>• Delivering on our promises</li> <li>• Being honest, open and transparent</li> <li>• Putting things right when we make mistakes</li> </ul>
<b>He ngākau māhaki</b>	We remain humble, act with humility and respect other's opinions.	<ul style="list-style-type: none"> <li>• Acknowledging the role other's play in our success</li> <li>• Respecting the views of clients, colleagues and community</li> </ul>
<b>He kaitiaki tātau</b>	We exercise diligence, understanding and care in managing other's assets, aspirations and our environment.	<ul style="list-style-type: none"> <li>• Taking the time to get to know our client's - their assets, whenua and aspirations</li> <li>• Upholding client's reputation</li> <li>• Maintaining our accreditation as chartered accountants</li> <li>• Taking our role seriously as advisors, managers and administrators</li> <li>• Promoting environmentally friendly practises in our business</li> </ul>

### Key Tasks

- Management of the Consulting Managers' diary, timesheets and appointments;
- Take and relay accurate and timely messages from telephone calls, and answer queries where possible;
- Respond to and manage Consulting Managers' emails;
- Arranging travel, visas and accommodation and, occasionally, travelling with the Consulting Manager/s to take notes or dictation at meetings or to provide general assistance during presentations;
- Undertaking project management support for funding contracts;
- Prepare funding agreements, proposals and client engagement letters;;
- Carrying out background research and presenting findings;
- Typing and formatting documents, briefing papers, reports and presentations;
- Organising and attending hui, ensuring Consulting Managers' are well prepared for hui, taking minutes;
- Post hui follow up, action point following up and filing documentation;
- Liaising with clients and other staff;
- Preparing correspondence on the Consulting Managers' behalf;
- Planning, organising and managing events;
- Managing confidential tasks on behalf of the Consulting Managers;
- Undertake any other duties as requested by the Consulting Managers;
- Drafting of GHA website and Facebook updates on behalf of the Consulting team;
- Filing client and Consulting documents and shredding;
- Attend team hui, whakatau and te reo classes.

## Person Specification

Skills	<p>Excellent organisational skills.</p> <p>Ability to multi-task and organise others.</p> <p>Excellent oral and written communication skills and ability to professionally represent the office.</p> <p>Able to work under pressure, maintain good time management and meet deadlines.</p> <p>Able to work independently.</p> <p>Ability to filter information and assess priorities.</p>
Knowledge	<p>Secretarial techniques.</p> <p>MS Office.</p> <p>IT Literate.</p> <p>Te reo &amp; tikanga Maori.</p>
Work experience	<p>Administration/Executive Assistant/Personal Assistant</p> <p>High Pressure environment</p> <p>Diverse and complex organisations</p> <p>Interpersonal relationship management</p> <p>A range of sectors and industries</p>
Personal qualities	<p>Able to maintain confidentiality at all times</p> <p>High standards of honesty and integrity</p> <p>Reliable and punctual</p> <p>Warm and welcoming</p> <p>Attention to detail</p> <p>Business ethics</p> <p>Deadline oriented</p> <p>Professional credibility</p>