

POSITION DESCRIPTION

Name of employee:	
Position title:	EA/Business Support
Reporting to:	CEO
Delegates:	
Financial delegation:	

Position Overview

The role of EA/Business Support is responsible for providing personal assistance and specific project support to the CEO as directed, along with business support to the Commercial Manager.

Support is including but not limiting to providing assistance with presentations, conference/boardroom bookings, scheduling, Board reports, events, meetings, travel arrangements, being the health and wellbeing 'ambassador', and day to day administrative and project tasks as required. The role also supports in the general and day to day operations of the office in greeting visitors, answering phones, stationery and office supplies and overall tidiness of the office.

Duties and Responsibilities

Executive Support

- Collate and distribute monthly Board Papers and pack.
- Provide information and communication with the Board and Stakeholders as required.
- Maintain an up to date Board and Stakeholder database and contact lists.
- Assist in scheduling and diary management for the CEO and assist in the co-ordination of meetings, appointments and conference/video calls as required.
- Provide assistance with the preparation of presentations, proposals and meeting agendas as required.
- Draft staff communications on behalf of the CEO as required.
- Assist in monitoring CEO emails and maintain filing of email into folders accordingly.
- Set and manage regular meeting invites on behalf of the CEO.
- Respond to emails, letters and invitations as requested.
- Undertake, manage and/or lead any specific Project as agreed.

Business Support

- Management and co-ordination of Conference Centre enquiries, quotations, final arrangements and room set-up as required ensuring a high NAL standard is maintained.
- Manage NAL Boardroom bookings and usage.
- Assist in scheduling and co-ordination of management or team meetings, conference calls and events as required.
- Attend and minute all meetings as required and distribute actions accordingly.

- Support the Commercial Manager in helping to provide a high standard of documentation management.
- Assist the Commercial Manager to maintain, improve or streamline a process or administrative requirement.
- Coordinate Annual Christmas Party event, Stakeholder BBQ and Corporate and/or Staff gifts as appropriate.
- Maintain and update staff and contact phone lists as required.

Wellbeing and Human Resources

- Assist CEO with HR matters or resourcing requirements as requested or required.
- Assist CEO in programming, preparation and coordination for Leadership Team Workshops, PDR's and monthly 1 on 1's.
- Maintain Staff Wellbeing programme of events and/or monthly meetings and activities.
- Arrange Birthday cards for staff members appropriately.
- Maintain and update 'Get Active-Be Well' spreadsheet.
- Support NAL's Health & Safety policies and initiatives.

Customer Services

- Ensure a friendly, welcoming and professional image is maintained when dealing with phone calls and visitors to the office.
- Ensure a premium level of service to all customers (internal and external) is maintained at all times.

Principal Relationships

Key Points of Contact:

Nature of the contact:

Internal	
CEO/Commercial Manager	Provide professional and timely services. Manage all communication positively and handle any enquiry on behalf of CEO as appropriate.
NAL Board Members	Provide timely, efficient and professional documentation and/or communication.
Management Team	Provide professional and timely services when required.
Colleagues	Work as a team providing support, a welcoming environment and appropriate feedback when required.
External	
Stakeholders and Tenants	Provide timely, efficient and professional documentation and/or communication. Communicate professionally, effectively and positively and direct any enquiry appropriately. Ensure positive and open working relationships are maintained.
Contractors and Suppliers	Communicate effectively with contractors and/or suppliers and oversee the effective and efficient use of their services.
General Public	Answer and direct all calls and visitors professionally, efficiently and positively.

Skills and Experience

- At least 5 years' experience in a similar type role.
 - High ethics and commitment to confidentiality.
 - Ability to work in a team environment.
 - Personal appearance and presentation that supports the company image.
 - Able to communicate clearly and concisely to a wide audience, both written and oral.
 - Relationship Building: Ability to quickly establish credibility and respect and build strong working relationships with Stakeholders, Board Members, Managers and Employees.
 - Planning and Organising Skills: Establishes and implements courses of action to ensure that objectives are achieved efficiently, the ability to work to deadlines and adapt to changing conditions.
 - Problem Solving Skills: Makes good decisions and finds effective ways to deal with issues.
 - Up to date PC Skills: Good keyboard skills. Intermediate PC skills (MS Outlook, Word, & Excel).
 - Excellent literacy skills: Sound spelling and grammar, written and verbal communication.
 - Clean NZ Drivers Licence.
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