

## Appendix 2 – PERSONAL ASSISTANT TO CEO/ OFFICE CO-ORDINATOR

<b>POSITION:</b>	Personal Assistant to CEO
<b>TYPE:</b>	Contractor
<b>REPORTING TO:</b>	Chief Executive Officer
<b>DIRECT REPORTS:</b>	N/A
<b>LOCATION:</b>	Wellington
<b>DATE:</b>	February 2024

### About us

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We are proud to be New Zealand's oldest traditional Friendly Society. We have been helping New Zealanders since 1842.

A Friendly Society is an organization owned by a group of people who pool their resources to enjoy privileges and provide protections for themselves. In Manchester Unity, the *group of people* are called members. The *privileges* are membership benefits - like holiday homes, social events, scholarships for members and their families – governance rights, and ownership rights. The *protections* are financial (from debt securities called Fraternal Bonds and share funds) and welfare (from practical welfare help for hardship arising from financial difficulties and natural disasters).

Over time, Manchester Unity has diversified and expanded since the early days, but our philosophy has remained the same and we will always take pride in the basis of our organisation - *Members helping Members*.

### Position Objective

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The purpose of this role is to provide secretarial and organisational support to the Chief Executive Officer, Fraternal Manager, Board of Directors and other senior management staff, ensuring on a daily basis that deliverables are met accurately, on time and within budget

As a key Member of the team the Personal Assistant to CEO will be responsible for providing day to day executive support whilst maintaining a pro-active attitude to the operational functions of the organisation.

### Key Relationships

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The role has the following professional relationships internally (Society Office) and externally (outside Society Office):

Internal:

Chief Executive Officer  
Board of Directors  
Other Employees & Contractors

External:

GSWCs/FAs  
Fraternal Council  
Manchester Unity Members  
Suppliers & Consultants

## Key Responsibilities

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### 1. Society Office Administration

#### *Office*

- Oversee and maintain relevant documents in the electronic Document Management System, filing correspondence, indexing, retrieving and archiving as required
- Maintain electronic mailing lists and necessary databases
- Oversee that office administration routines, listed further below, run smoothly

#### *Staff*

- Arrange Society Office staff functions including but not limited to staff birthdays, Monday morning teas, staff Christmas party
- Arrange monthly staff meetings including invitations and catering and monthly performance reviews
- Administer staff and contractor inductions and onboardings

#### *Business Continuity (BCP)*

- Responsible for administering office BCP daily, as required.
- Responsible for always keeping the BCP document current in response to staff and workflow changes
- Gain an understanding of others working in the Society office and how the roles can better collaborate and support each other to achieve seamless service continuity.

### 2. Personal Assistance to CEO for CEO's Office

- CEO diary management including the booking of appointments and maintenance of the computer-based calendars
- Filter the Chief Executive Officer's incoming mail, emails, and telephone calls, sort, redirect, prioritise and act, drafting responses as appropriate
- Administer CEO's credit card expenses procedure
- Attend meetings and accompany the Chief Executive Officer as required
- Prepare accurate and timely meeting documentation and records as required
- Arrange travel plans, accommodation, and itineraries for the Chief Executive Officer
- Coordinate content and site updates from the CEO to the website
- Assist Chief Executive Officer in identifying opportunities to improve service & culture

### 3. Personal Assistance to CEO for Board Secretariat

#### **(comprising Directors, Audit Committee, Committees) ("Board")**

- Assist to prepare Board and Audit Meeting agendas, and board papers, in conjunction with the Chief Executive Officer.
- Arrange all board meetings and associated Director logistics
  - venue, timetable, run sheets, zoom links, catering,
  - notice and communications of meetings,
  - travel, accommodation, itineraries
  - liaison with Auditors & Accountants, lawyers, other experts
  - liaison with visitors, issuing invitations
- Forward Board papers by Dropbox to the Directors no later than the Thursday in the week prior to the Board Meeting
- Attend Board meetings and assist to accurately produce minutes, actions arising and the Board Report; the finalisation of both these documents to be completed no later than the close of business on the Friday following the meeting

#### **4. Personal Assistance to CEO for Annual Conferences**

- Assist the CEO in organising Conference venues, papers, catering, room bookings, travel and minutes, and website updates
- Organise kiosk and breakout sessions

#### **5. Culture**

- Prioritise direction and directives from the CEO in all your interactions
- Maintain professional friendly liaison with Officers of Society and Lodges
- Liaise proactively and efficiently with external suppliers to ensure effective progress on requests
- Maintain and foster positive collaborative working relations and social interactions with relevant Key Relationships to foster Society's culture (values-based and performance-based culture)
- Work collaboratively with colleagues within other departments to be a pro-active problem solver to resolve organisation-wide queries or issues, and suggest to CEO ways to improve collaborations

#### **6. Client Service**

- Respond to internal and external requests and enquiries from your Key Relationships in a timely and professional manner
- Provide a professional link between the Chief Executive Officer and any Key Relationships
- Become the first point of contact for all Manchester Unity business inquiries in the absence of the Chief Executive Officer.
- Internalise that staff within Manchester Unity are expected to be pro-active, positive and innovative in dealings with all internal and external contacts.

#### **7. General**

- Maintain high degree of strict confidentiality on all matters as per contract
- Recognise and respond to proactively meet customer needs and exceed expectations
- Provide wise support for the various Society staff and Officer, as agreed from time to time.
- Maintain personal liaison with Society staff and officers nationwide
- Adhere to all general Manchester Unity policies
- Any other reasonable duties as required.

#### **8. Society Office administration routines**

Pitch in pro-actively, with a can-do and service continuity attitude, on an as required basis only so the office administration routines operate smoothly and consistently to the standard expected by the CEO:

- Adequate stocks of stationery, office supplies and consumables, and authorise invoices
- Sound hygiene of the kitchen and staff room, including the dishwashers
- Enough courier and mail services consumables
- Authoritative point of contact re. building maintenance, lease management and building services
- Responsive receptionist phone line and phone tree

*Due to the dynamic nature of our work, the tasks and responsibilities noted in this role description may well change from time to time, to meet the needs of the members we support. As a result, it is expected that the person in the role recommends and/or is prepared for changes to the role and this description of it. Any 'material' changes will be mutually agreed between the parties and noted in writing.*

## **Person specification**

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The ideal person for this position will have the following skills, competencies, qualifications and Experience:

### **Skills / competencies**

In line with Manchester Unity's policy to encourage staff to undertake self-development through further self-study/on the job training as required enabling them to undertake their role to the best of their ability.

- Be a team player with a good sense of humour
- Strong communication and interpersonal skills
- A can-do attitude, not afraid to try new methods
- Approachable and friendly
- Excellent time management skills
- Ability to deal empathetically with all customers and at all levels
- Ability with numbers
- Be flexible and calm under pressure
- Strong commitment to quality and attention to detail
- Confidential and discreet when dealing with information
- Technologically savvy
- Comfortable working with WordPress

### **Qualifications/experience**

It is essential to have:

- 2 years' proven experience as a Personal Assistant
- Time spent in a professional office environment
- High level of competency in Microsoft suite (Outlook, Word, Excel and PowerPoint)
- High-level competency of English grammar, spelling and writing.
- Experience at taking, drafting and distributing Board and Audit Minutes

### **Authorisation of Position Description**

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Prepared by: HR Shop (updated)

Authorised by: Sanjiv Jetly, Chief Executive Officer

**Signed by:**

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(Name of position holder)

Date: