



Position Description

Position Title	Executive Assistant to the CEO
Date	November 2025
Approved by	Chief Executive Officer

Position holder	
Reports to	Chief Executive Officer
Purpose of the position	<p>The CEO's Executive Assistant</p> <ul style="list-style-type: none"> is responsible for providing a high quality personal assistant service to the CEO

Working Relationships	
Internal – Tūwharetoa Health	External
<ul style="list-style-type: none"> Chief Executive Officer (CEO) Executive Management Team (EMT) Chief Operating Officer (COO) Financial Controller and team Head of Data Science and IT team Operations Manager and team Pou Herenga / Te Tira Atamai Manager and team Project Lead Whānau Engagement Manager and team Whānau, Pepi and Tamariki Manager and team Trustees 	<p>Agencies and providers including but not limited to</p> <ul style="list-style-type: none"> Te Whariki Aroha General Practice Pinnacle Midland Health Social and educational services Te Whatu Ora Lakes Crown Agencies

Standard Attributes, Knowledge and Skill
Analytical Thinking and Problem Solving: Ability to both identify problems and use information to resolve them.
Communication: Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.
Confidentiality: Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).
Continuous Improvement: Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.
Cultural Appropriateness: Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngāti Tūwharetoa Tikanga and Kawa are desirable.
Cultural Development: Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.
Health and Safety: Ability to work responsibly under the Health & Safety at Work Act 2015.
Policies: Ability to become familiar with, and work in line with Tūwharetoa Health's policies.
Relationship Development: Ability to build and sustain effective relationships both internally and externally.
Self-Management: Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.
Teamwork: Ability to work with others to achieve goals.
Treaty of Waitangi: Knowledge of the principles of the Treaty and how these relate to the development of specific initiatives for Māori.
Values: Ability to conduct themselves in line with Tūwharetoa Health's principles and values of Whanaungatanga (Spirit of Family), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).
Current Full New Zealand Driver License is essential.

Position Specific Qualifications, Skills and Experience	
Qualifications	<p>An administrative qualification would be an advantage, but consideration will be given to previous experience in administrative roles.</p> <p>Current Full New Zealand Driver License is essential.</p>
Knowledge and skill	<p>At least two years previous experience in an administrative role, preferably within a kaupapa Maori health service setting.</p> <p>Knowledge of contract administration.</p> <p>A working knowledge of the operations of a CEO's office.</p> <p>Competence in Microsoft Office programmes including Word, Excel and PowerPoint.</p> <p>A knowledge of Xero and other finance and management software packages would be an advantage.</p>
Experience (Technical and behavioural)	<p>Must be dependable, honest, discreet and ethical, with a high level of personal judgment.</p> <p>A high degree of integrity and sensitivity is required given the job holder will be working with confidential information.</p> <p>High level of personal initiative - Job requires a willingness to take on responsibilities and challenges, developing the skills that are required.</p> <p>The ability to work independently with little or no supervision.</p> <p>Demonstrates discretion and professionalism in all interactions.</p> <p>Operates with a high level of attention to detail.</p> <p>The ability to relate effectively with all those people this position will bring them into contact with.</p>

Main Responsibilities
Providing a high quality personal assistant service to the CEO.
Provide support to other teams or service areas as required to ensure continuity of operations and quality service delivery.

Role Delegations
Financial (limits/mandates etc.)
<ul style="list-style-type: none"> ▪ In line with agreed spending limits
Staffing
<ul style="list-style-type: none"> ▪ No direct reports

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
Providing a high quality personal assistant service to the CEO	<p>Managing and maintaining the CEO's diary and appointments.</p> <ul style="list-style-type: none"> • Work closely with the CEO to determine preferred scheduling systems and processes. • Arrange appointments and meetings on behalf of the CEO, including regular one-on-ones with the Board Chair and senior managers. • Coordinate internal and external appointments with people the CEO wishes to meet. • Act as the first point of contact for all meeting requests with the CEO. • Ensure uninterrupted time is allocated for meeting preparation, follow-up, report writing, and research. • Allocate appropriate time for travel, meal breaks, and whānau commitments within the schedule. • Proactively rearrange the schedule when urgent or unforeseen matters arise. • Develop sound judgment on when it is appropriate to interrupt or override the schedule. • Ensure the CEO has all required documentation, briefs, and information needed for each scheduled commitment.
	<p>Managing the CEO's incoming correspondence, including email.</p> <ul style="list-style-type: none"> • Liaise with the CEO to establish agreed systems and processes for managing all correspondence. • Screen incoming emails and redirect those requiring the attention of another Executive Team member. • Flag and prioritise emails requiring the CEO's direct attention using an agreed prioritisation method. • Open, assess, and prioritise paper-based correspondence, redirecting items more appropriately handled by another Executive Team member. • Prepare standard responses to incoming correspondence as required.

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
	<p>Preparing letters, reports, financial statements, and other documents for the CEO, using software in use at Tūwharetoa Health, including but not limited to Word, Excel, XERO, and PowerPoint</p> <ul style="list-style-type: none"> • Maintain a suite of letter, report, and document templates to support consistent and efficient document preparation. • Maintain the CEO's electronic filing system to ensure all draft, in-progress, and final documents are easily located and clearly organised. • Prepare reports, presentations, financial documents, and correspondence as requested by the CEO—at times drafting to a working stage for her input, and at other times completing documents to final version. • Support the CEO with preparation for Board, Executive Management, and Leadership meetings, ensuring all required documents, briefs, and materials are ready in advance.
	<p>Filing and retrieving corporate documents, records, and reports.</p> <ul style="list-style-type: none"> • Maintain the CEO's personal filing system as agreed, ensuring documents are organised and easily accessible. • Use and maintain the organisation's corporate filing system to ensure accurate storage, retrieval, and version control of documents, records, and reports.
	<p>Performing host duties for the CEO</p> <ul style="list-style-type: none"> • Ensure all visitors to Tūwharetoa Health are welcomed and supported in a professional and mana-enhancing manner. • Arrange room bookings and ensure meeting spaces are prepared as required. • Greet visitors on arrival and provide appropriate hospitality. • Prepare tea, coffee, and refreshments for meetings. • Arrange catering for meetings and events as required. • Undertake other hosting and hospitality duties/ errands as directed to support the CEO.

Key Accountabilities	
Main Responsibilities	Tasks (How it is achieved)
	<p>Performing general office duties in support of the CEO</p> <ul style="list-style-type: none"> including but not limited to photocopying, printing, arranging supplies, ordering equipment, maintaining records management systems.
	<p>Organising events as requested by the CEO</p> <ul style="list-style-type: none"> Coordinate event logistics as requested by the CEO, including booking venues, arranging catering, and managing related requirements.
Provide support to other teams or service areas as required to ensure continuity of operations and quality service delivery.	<p>Provide assistance to other teams or service areas within the organisation as required</p> <ul style="list-style-type: none"> Assisting with frontline reception or administration when coverage is required. Support whānau with basic enquiries and direct them to the appropriate services. Assist teams with general administrative tasks. Help prepare resources, equipment, and spaces for programmes, events, or service delivery.