

## Ngā Kōrero e pā ana ki te Tūranga

# Job Description

## Personal Assistant

Business Group	Te Pou Kaupapahere   Policy
Location	Wellington
Salary band	A5

## Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

## To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

***He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga***  
***We shape an education system that delivers excellent and equitable outcomes***

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

## Tēnei Tūranga | About the role

The Personal Assistant will provide proactive, highly responsive and confidential administrative and secretarial support to members of our Tier 3 leadership team.

The core focus is to ensure leaders are well positioned for success and are supported to deliver whole-of-system, end-to-end policy that covers early learning, schooling, and tertiary including Māori medium, Te Reo Māori, Pacific and Learning Support.

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## Ngā Haepapa | Accountabilities

### As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Use of information and insights to make informed decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

### As a Personal Assistant you will:

- Proactively and effectively maintain Senior Leaders diaries and calendars, ensuring they are accurate and up-to-date supporting them to meet the demands of their roles. This may include making changes without prior consultation, demonstrating sound judgment and ensuring leaders are aware of their commitments.
- Inform relevant leaders, managers, and colleagues of developments in issues or projects in a timely manner, taking relevant actions to support leaders in fulfilling their obligations and commitments.
- Maintain up-to-date awareness of the group's key activities, projects, risks, and sensitivities.
- Maintain strong relationships at all levels across the Ministry and with external stakeholders.
- Proactively manage information, situations, and issues in a manner that reflects the seniority of the environment.
- Ensure all papers and/or briefings required for meetings are provided, including scheduling adequate time for reading and review, as needed.
- Provide administrative support that enables smooth recruitment processes, financial processing and event management.
- Ensure the storage and distribution of all confidential papers comply with Ministry policies, processes, and systems.
- Provide meeting support as required, including preparing agendas, taking and writing minutes, and coordinating staff attendance.
- Work collaboratively with other support staff to deliver all support functions effectively.
- Contribute as a member of the wider Office of the Deputy Secretary, particularly the Business Support team, to build team capability. Promote positive attitudes and behaviours that support the group's culture and uphold our obligations to te Tiriti.

You will make decisions in accordance with the Ministry's policies and delegations framework.

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### Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Proven experience providing executive support to a senior leader in a complex organisation.
- Experience managing calendars, prioritising meetings, and triaging correspondence.
- Sound verbal and written communication skills.
- Ability to anticipate needs, resolve issues proactively, and adapt to changing priorities with minimal supervision.
- Experience liaising with internal and external stakeholders, including senior executives, government officials, and partner organisations.
- Demonstrated ability to handle sensitive information with discretion, maintaining confidentiality at all times.
- Experience booking travel, organising conferences/events and related requirements.
- Strong organisational skills with excellent time and information management.
- Proficiency in Microsoft products, including Microsoft Teams.
- Knowledge of and experience of the Machinery of Government and/or public sector.

### Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Proven ability to maintain utmost integrity in all interactions and treating all information you are party to in your role as confidential.
- A track record of excellent communication, customer service and dedication to meeting the expectations and requirements of internal and external customers.
- Demonstrate initiative and a high degree of professional independence, self-discipline and remaining calm under pressure.

### Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our



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partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono   Valuing Māori	Developing
Pou Mana   Knowledge of Māori content	Developing
Pou Kipa   Achieving equitable education outcomes for Māori	Developing
Pou Aroā   Critical consciousness of racial equity for Māori	Developing

## Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.

## Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	July 2025
Approved By	HR Advisory Team