

JOB DESCRIPTION

POSITION Executive Assistant to General Manager

BUSINESS UNIT

RESPONSIBLE TO General Manager

LAST UPDATED April 2025

Our Vision

We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

Our Purpose

Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

Our Values



JOB PURPOSE

The Executive Assistant (EA) delivers high-quality, efficient administrative and management support to two General Managers. Additionally, the EA plays a vital role in supporting the leadership teams of both General Managers.

JOB SCOPE

This role provides key executive administrative support to two General Managers, and their leadership teams. The Executive Assistant will implement and maintain systems and processes to assist with the smooth running of the business unit including diary management, reporting, coordinating meeting logistics and travel and other key administrative support.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over \$7 million each year through fundraising to ensure WFA services can remain free of charge.

Business Unit Perspective

The Executive Assistant reports to a General Manager who leads key functions and activities within the organisation. The GM is a member of the Executive Leadership Team. The EA is to ensure the smooth running of the business unit for GM and will provide key administrative support and assistance to the direct reports of the GM.

The EA will also work with other administrative staff to ensure effective coordination and deliver of administrative support services across the organisation. This may include providing cover or carrying out additional duties for other senior managers or business areas as directed.

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Executive Assistance Provides timely and accurate assistance to the General Managers and their direct reports	<ul style="list-style-type: none">• Provides a first point of contact to respond to correspondence, email and other communications within established timeframes.• Follows up to ensure deadlines are met in time• Manages the General Managers' diaries• Reviews and prioritises General Managers' emails as appropriate• Produces briefing notes and coordinates information and resources for both General Managers• Ensures both General Managers are well briefed for their daily activities• Communicates with internal and external clients on behalf of General Managers as required• Meeting management: responsible for developing agendas, arranging the venue and/or catering needs and notifying all attendees.• Takes minutes and manages distribution of minutes as required.• Actions items as appropriate on behalf of your General Managers• Identifies and highlights emerging issues and raises any risks early
Business Administrative Support To provide effective and efficient administrative support	<ul style="list-style-type: none">• Assists and supports the General Managers' leadership team with administrative support, including diary management, coordinating meeting logistics and travel and ensuring everything runs smoothly across the whole team.• Develops an understanding of the strategy and priorities for the business unit/s being supported and an appreciation of its associated projects of work.• Coordinates business unit monthly reports (e.g., HOD monthly board reports, project updates and risk register updates).• Administration support provided for policy updates

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> Establishes and maintains administrative systems, processes and procedures Generates graphs, charts, presentations and other documentation as required Processes and reconciles expense claims and credit card and invoices in compliance with policies Arranges Events and catering as required. Document Management: Maintains electronic and paper filing Posts on and updates the Intranet for the areas of responsibility. Provides oversight and carry out duties related to travel, stationery etc.
General Administration Support To provide backup support and assistance to other administrative staff and Executive Assistants.	<ul style="list-style-type: none"> Administrative back-up support provided to support other Executive Assistants as required Supports other administrative peers as required Assists with orientation and induction of administrative staff Assists other administrative staff on specific projects and activities as needed.
Other Duties Carries out other tasks / duties as requested	<ul style="list-style-type: none"> Performs any other duties assigned to the employee for which they are qualified and/or competent to undertake providing such additional tasks are given by a lawful instruction.
Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us	<ul style="list-style-type: none"> Be authentic, original, true Mā pango mā whero ka oti te mahi Act with kindness Aroha atu, aroha mai Lead by example Mahia te mahi, hei painga mo te iwi Keep getting better together Whaia e koe te iti kahurangi
Health and Safety Complies with responsibilities under the Health & Safety at Work Act 2015. In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace	All employees are responsible for: <ul style="list-style-type: none"> Working in a safe manner to prevent risk of harm to themselves, others, or the environment. Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	General Manager
	Peers:	Executive Assistants Other Administrative Staff
	Direct Reports:	Nil

KEY RELATIONSHIPS	Internal:	Executive Leadership Team (ELT) Business Unit's Leadership Team Senior Leadership Team (SLT) WFA staff
	External:	Suppliers External Agencies General Managers contacts
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
Customer Focus	<ul style="list-style-type: none"> • Dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in service • Acts with customers in mind • Establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	<ul style="list-style-type: none"> • Is widely trusted • Is seen as a direct, truthful individual • Follows through on commitments Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences / adheres to the Privacy Act • Admits mistakes • Shows consistency between words and actions • Detail orientated
Action Oriented	<ul style="list-style-type: none"> • Enjoys working hard • Is action oriented and full of energy for the things he/she sees as challenging • Not fearful of acting with a minimum of planning • Seizes more opportunities than others
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates comfortably with people of different levels, functions, cultures and locations • Acts with diplomacy and tact • Builds rapport in an open, friendly and accepting way • Builds constructive relationships with people both similar and different to self • Picks up on interpersonal and group dynamics
Being Resilient	<ul style="list-style-type: none"> • Is confident under pressure • Handles and manages crises effectively • Maintains a positive attitude despite adversity • Bounces back quickly from setbacks • Grows from hardships and negative experiences
Time Management	<ul style="list-style-type: none"> • Uses her/his time effectively and efficiently • Values time • Concentrates her/his efforts on the more important priorities • Gets more done in less time than others • Can attend to a broader range of activities

CORE COMPETENCY	KEY BEHAVIOURS
Comfortable around higher management	<ul style="list-style-type: none"> • Can deal comfortably with senior managers • Can present to senior managers without undue tension and nervousness • Understands how senior managers think and work • Can determine the best way to get things done with them by talking their language and responding to their needs • Can draft approaches likely to be seen as appropriate and positive
Te Tiriti o Waitangi and Cultural Expertise	<ul style="list-style-type: none"> • Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work • Applies tikanga in relevant work situations
Cultural Competencies	<ul style="list-style-type: none"> • Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Proven and previous experience as an Executive Assistant at leadership level • Ability to develop and sustain strong relationships both internally and externally • Well-developed organisational skills and ability to meet deadlines • Competent touch typist and proficient in the Microsoft suite of software • Advanced skills for reporting and presentations including graphs and charts • Ability to think analytically and problem solve to manage issues • Proven ability to develop productive working relationships with other employees, volunteers and stakeholders • Self-motivated and able to self-manage with flexibility to adapt to changing situations • Ability to prioritise work in a fast paced environment • Proven meeting management and minute taking experience • Proven administrative ability 	<ul style="list-style-type: none"> • An understanding of healthcare industry is advantageous • Experience working with a diverse workforce • Event management • Experience working with a diverse workforce

Professional Qualifications / Accreditations / Registrations

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Qualified by experience • A full, clean NZ driving license 	

Hours of work

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time. This role is required to be office based, with some flexibility to occasionally work from home from time to time as agreed.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.