

Position Description

Executive Assistant and Office Manager

Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

Our pursuit of excellence comes from the things we value the most:

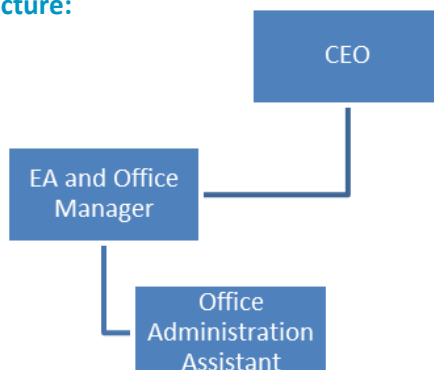
- **Kia tika te rere o te waka - People First**
Enhance the health, safety, and wellbeing of our people
- **Poipoia te angitu - Nurturing Success**
Seize opportunities and experiences every day in every moment
- **He toa takitini - Better Together**
Work together in respect and harmony to empower everyone

Position Overview:

To provide executive support to the CEO and manage the administration of the Support Office

Reports to:	CEO
Direct Report:	Office Administration Assistant
Functional Relationships:	Executive Team and Business Leaders Regional Management Team Operations Team Support Office Employees External agencies and contractors

Generic Team Structure:



Key Accountabilities:

Executive Support:

- Manage the CEO's calendar, appointments, and travel arrangements.
- Coordinate, prepare, and distribute meeting materials, reports, and correspondence.
- Draft and edit Board and Executive papers, presentations, and communications.
- Maintain confidentiality and exercise discretion in all matters.
- Track action items and ensure timely follow-up.
- Liaise with external parties and agencies as appropriate

Governance and Board Coordination

- Organise and manage meetings of the Board and Executive Leadership Team.
- Coordinate organisational meetings or events.
- Prepare and distribute Board packs, agendas, and minutes.
- Ensure accurate record-keeping, version control, and secure storage of governance documents.
- Support the CEO and Chair in ensuring governance processes are efficient and compliant.
- Oversee the HLL Policies and Procedures register.

Office Management

- Oversee the day-to-day operations of the Johnsonville Support Office.
- Supervise and mentor the Office Administration Assistant.
- Act as a key point of contact for all office-related matters.
- Maintain office related supplier and contractor relationships.
- Oversee facilities management, office supplies, and health and safety compliance.

Incidents and Complaints

- Assist in managing high-level complaint responses, including HDC, Coroner, and Worksafe matters.
- Identify and escalate high-risk issues to the CEO.
- Support documentation, tracking, and resolution processes to ensure appropriate follow-up

Professional Development

- Keep abreast of new developments in Office management and Executive Administration
- Continuously develop skills and knowledge
- Assist in project work as and when required.

Core Competencies

Trusted Partner	Values and builds long term relationships, puts the clients' interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the client's strategy and approach. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
Driving for Results	Sets high goals for personal and team accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
Tenacity	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws on skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
Business Acumen	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome.
Deal with Ambiguity	Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
Courage	Display professional courage by seeking feedback and listening, says what really needs to be said in a professional manner, communicates openly and frequently, embraces change, makes decisions and moves forward, gives credit to others and holds self and where appropriate others accountable.
Transfer skills to Business	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identify transferable skills for current role/ project / situation to add value and achieve a positive outcome for the business.
Facilitating Change	Encourages others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.