



Office of the Public Service Commissioner
 Paepae Ropi'anga o te Kavamani
 GOVERNMENT OF THE COOK ISLANDS

PO Box 24, Rarotonga, Cook Islands · T: (+682) 29 421 W: www.psc.gov.ck

JOB DESCRIPTION

Job Title:	Executive Assistant
Division:	Heads of Ministries Administration
Responsible to:	Head of Agencies Relationship Coordinator
Responsible tor:	Nil
Job Purpose:	<p>The purpose of the role is to:</p> <ul style="list-style-type: none"> • Provide efficient and professional support to the Public Service Commissioner (PSC) and the Chief Executive Officer (CEO), to enable the successful implementation of the functions of the PSC. • Provide Secretariat support and coordination for Senior Leadership Team meetings with the Chief Executive Officer and Public Service Commissioner. • Assist with the Heads of Ministries performance management coordination.
Job Band/Jobwise:	Band: F Jobwise: S6 – Customer & Business Support
Date updated:	11 April 2024

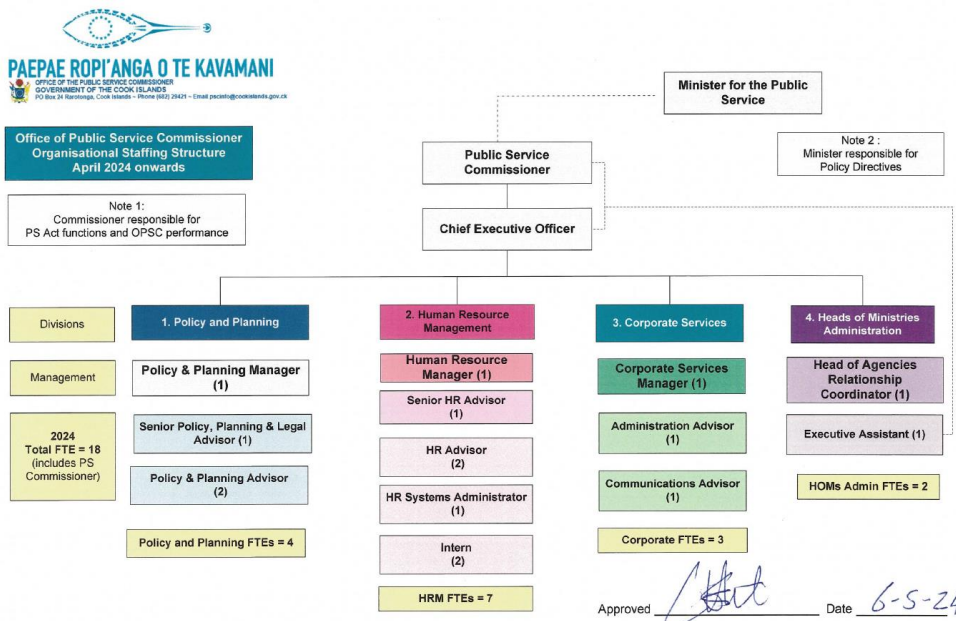
AGENCY VISION

The OPSC **vision** is: Leading Public Service Excellence.

Mission: To embed a culture of performance excellence across the Public Sector.

The Office is responsible for supporting the Public Service Commissioner undertake his functions identified in the Public Service Act 2009. The organizational structure below reflects these functions, including good governance obligations legislated in the MFEM Act 1995-96, PERCA Act 1995-96, and Official Information Act 2008.

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>KRA 1: Planning and Administration</p> <ul style="list-style-type: none"> • Arrange and organise appointments (online platforms included), including scheduling, sending reminders and organizing catering when necessary, and ensure that the notes of meetings are completed on time. • Provide advice to enable successful facilitation of meetings and events with the provision of required information and documents. • Oversee and provide support for the planning and administration of the communications functions of the PSC. • Support the Commissioner and PSC's communications to external stakeholders. • Manage and maintain comprehensive and accurate document records (including e-records) on behalf of the PSC and securely filed for record-keeping. • Support the CEO and PSC with reviewing and providing feedback on outgoing documentation e.g., Cabinet Submissions, Memos, Reports, etc. • Support the PSC and CEO with coordinating Senior Leadership Team meetings and taking minutes. • Plan and organise own workload and leave entitlements to ensure that the PSC and CEO are well supported, and work is completed within set time frames. 	<p>Employee is successful when:</p> <ul style="list-style-type: none"> • Appointments are scheduled and managed effectively according to prioritization. • Logistical support provided. • Meetings, conferences and events are well organised in a timely manner. • Timely responses and submissions of all communications from the PSC. • Tasks given are completed on time and in a professional manner. • Filing system implemented to maintain and secure all document records (including e-records) of the PSC. • Various communication platforms are used when communicating with external stakeholders. • Documents are prepared, finalised and disseminated according to timelines provided. • Senior Management Team meetings are held, and minutes are provided within three working days. The Senior Management team are supported with making effective decisions.
<p>KRA 2: Customer service and representation</p> <ul style="list-style-type: none"> • Manage all incoming calls and visitors seeking an appointment with the PSC and CEO. • Provide excellent customer service skills by responding efficiently on behalf of the PSC/CEO to telephone, in-person, and email enquiries. • Acknowledge queries and complaints received and record these as necessary. • Communicate complex information clearly to intended recipients. • Maintain confidentiality and discretion when handling sensitive information. • Work with minimum supervision, using initiative, but seek guidance when necessary. 	<ul style="list-style-type: none"> • The PSC's appointment diary is updated daily. • Confidentiality, tact, and discretion are always maintained. • Customer responses are delivered within a timely manner. • Customer satisfaction, positive responses. • Customer complaints are resolved in a timely manner with customer kept well informed on progresses of their complaints.

<p>KRA 3: Strategy Development and Implementation</p> <ul style="list-style-type: none"> • Support other Divisions with the development and implementation of strategies, including new initiatives, aimed to promote the Office’s mission and “voice”. • Support the CEO and PSC with the review of the Ministry’s Strategic Plan, Business Plan, Annual Plans to ensure achievement against the Mission and Vision. • Provide advice to the PSC and CEO on planning, developing, and implementing strategies for the Office. 	<ul style="list-style-type: none"> • Opportunities and problems are identified and solutions to complex problems are produced. • Develop a variety of plans to materialise strategy and analyse business proposals. • Undertake a variety of research to identify threats and opportunities as they arise. • Assess and evaluate the Office’s operational and strategic performance. • Align processes, resources, planning and Office goals with overall strategy.
<p>KRA 3: Teamwork</p> <ul style="list-style-type: none"> • Support OPSC employees and contractors. • Demonstrate self-management and continuous improvement in work and personal development. • Demonstrate Public Service values and adherence to the Code of Conduct. • Perform other reasonable duties as required. • Provide feedback on stakeholder engagement back to Senior Leadership Team where threats and opportunities are identified. • Support divisions to deliver on work priorities within agreed timeframes and quality standards. • Contribute to a positive team culture that enables high performance of the organisation overall. • Support the Senior Leadership Team to build capability and assist members of the team. • Provide constructive feedback to team members and be receptive to receiving feedback. 	<ul style="list-style-type: none"> • Team assignments completed on time and to expected standards. • Achievement of performance and personal development goals. • Role model conduct rating. • Ad hoc duties are completed on time and to expected standards. • Support Senior Leadership Team in proactively cultivating beneficial stakeholder relationships which support progress. • Secretariat support to Senior Leadership Team. • Work plans are regularly monitored against the strategic implementation plan. • Individual and division meetings are regularly scheduled to provide feedback on progress against the strategy. • Provide training and coaching to build capability and assist members of the team. • Provide constructive feedback to team members and be receptive to receiving feedback.
<p>KRA 4: Performance Management Support</p> <ul style="list-style-type: none"> • Support Output 4 facilitate the performance management processes of all HoMs and HoAs • Research and propose a variety of new initiatives in response to performance management issues in the context of policy and human resources. 	<ul style="list-style-type: none"> • Performance management appraisals completed within four months of end of FY. • Performance management results available for the PSC’s Annual Report to Parliament within four months of end of FY. • A range of quantitative and qualitative frameworks, tools and approaches, and research that align with best practice are applied.

REQUIRED KEY RESULT AREAS/OUTPUTS

<p>Values – Displays the Public Sector Values</p>	<ul style="list-style-type: none"> • Employees displays consistently the Public Sector Values of Honesty, Impartiality, Service, Transparency, Accountability, Respect, Effectiveness and Efficiency in the workplace. • Act honestly, truthfully, and always abides by the laws of the Cook Islands. • Provides impartial advice and makes decisions based on merit. • Serves the people of the Cook Islands faithfully. • Treats people with courtesy and respect. • Acts and makes decisions in an open and transparent way. • Can explain reasons for actions taken and takes responsibility for those actions. • Achieves good results for the Government in an efficient and effective way.
<p>Professional Ethics</p> <p>Understands Public Sector professional ethics and is recognised by colleagues in this area.</p>	<ul style="list-style-type: none"> • Employee is on time to work each day. • Employee is always dressed appropriately for their role. • Promotes teamwork and works with team to meet agreed objectives and goals. • Communicates regularly with colleagues. • Looks for ways to improve work methods and solve workplace problems. • High quality of job performance. • Healthy behaviour always displayed. • Has a commitment to the vision and values of the Public Sector. • Responsible use of resources. • Maintains privacy and confidentiality.
<p>Health & Safety</p> <p>Adheres to Public Sector Health & Safety standards and adheres to the CIGOV Health & Safety Policy as well as Agency requirements.</p>	<ul style="list-style-type: none"> • Works in a manner that does not create a hazard to their own safety or the safety of others. • Promotes healthy and safe working environment for self and others. • Identifies and reports hazards and ways to eliminate or mitigation risks in the workplace. • Uses the correct tools and equipment in the manner prescribed for the job. • Uses the required safety equipment and protective clothing (where required). • Reads, understands and complies with the agency OSH work processes and practices. • Complies with reasonable instructions from Managers on OSH work processes and practices. • Reports OSH-related incidents, accidents, or illnesses to managers and/or employers.

WORK COMPLEXITY

1	Managing competing priorities across a diverse range of service delivery duties in an environment of limited capacity and resources.
2	Limited information and resources to carry out the job effectively and efficiently.
3	Completing tasks due to availability of key stakeholders like HoMs.
4	Problems are varied and the solution requires extensive research through diverse approaches and perhaps contradictory cases, initiative and judgement is necessary in interpretation.
5	Managing timely response to customer complaints.

AUTHORITY

Financial	No
Staff	No
Contractual	No

FUNCTIONAL

Internal (Within the Agency)	Nature of Contact	External (Outside the Agency)	Nature of Contact
PSC	<p>Heavy</p> <ul style="list-style-type: none"> Giving and receiving information, including confidential or sensitive information. Liase and organise meetings. Provide overall support to the PSC. Reporting 	Government Agencies and HOMs	<p>Routine</p> <ul style="list-style-type: none"> Arranging secretarial tasking on behalf of the PSC and CEO
CEO	<p>Heavy</p> <ul style="list-style-type: none"> Giving and receiving information, including confidential or sensitive information Liase and organise meetings. Provide overall support to the CEO. Reporting 	Central Agencies	<p>Promoting</p> <ul style="list-style-type: none"> Significant contact to promote the organisation and achieve prescribed goals. Also included are those positions having daily and continual contact with people and in a role requiring advanced human relations skills.
Senior Management Team	<p>Heavy</p> <ul style="list-style-type: none"> Responsible for seeking guidance and advice to be in a better position to respond to the CEO or PSC requests. Provide support in areas that influence this post. Give information on strategic and operational matters. Communications, information management. 	Public	<p>Promoting</p> <ul style="list-style-type: none"> Advisory Support – advocate on behalf of the Office. Support highly sensitive and time sensitive matters requiring analysis, evidence-base or regional best practice. <p>Routine – arranging meetings.</p>
Other staff	<p>Medium</p> <ul style="list-style-type: none"> Provide advice and clarification 		<p>Routine</p> <ul style="list-style-type: none"> Receiving queries, requests for information, complaints, providing customer service

QUALIFICATIONS OR EQUIVALENT LEVEL OF LEARNING

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
Diploma in Business	Degree in administration or management

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years)
3 years	5 years

KEY SKILLS / ATTRIBUTES / JOB SPECIFIC COMPETENCIES

Level of ability required for the job	List Key Skills/Attributes/Specific Competencies
Expert Fully conversant with all applications of skill/knowledge in a range of environments/ would be recognised by others as expert in this skill/knowledge could be expected to train others in this skill.	<ul style="list-style-type: none"> • Ability to maintain confidentiality and act with tact. • Excellent communication skills • Excellent people management • Excellent time management skills • Advanced organisational skills. • Anticipates needs and plans for these.
Advanced Thorough understanding of skill/knowledge and is able to pass on skills in this area/recognised by colleagues as having proven skill/ knowledge in this area.	<ul style="list-style-type: none"> • Ability to manage multiple tasks. • Demonstrated ability to work in a high-pressure environment. • Understanding of political protocols. • Excellent use of information systems and databases • Proficient in data entry, managing team meetings and calendars. • Ability to prepare written reports to a high degree of accuracy. • Very resourceful in getting the job done. • High level of accuracy and attention to detail.
Working Sufficient skill to apply in day to day operations in a fluctuating environment/ does not require supervision for routine tasks.	<ul style="list-style-type: none"> • Team player with a positive and can-do attitude. • Ability to prioritise competing demands and work. • Able to work under minimal supervision and maintain a high standard of work ethics.
Awareness Limited understanding of skill and knowledge area. Sufficient in order to perform basic tasks.	<ul style="list-style-type: none"> • Understands how CIGOV operates. • Knowledge of Cook Islands Maori language.

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

Myra Patai
 HoM

Date

Employee

Date