

Executive Assistant to Chief Executive & Leadership Team

About Us

As the home and voice of Canterbury business, Business Canterbury's purpose is to be the best business partner, to help businesses and their people thrive.

With over 2,700 members who are at the heart of everything we do, it is an exciting time to be part of Business Canterbury. Over the past 12 months, we have undergone a major transformation resulting in a new membership framework and value proposition, a new digital infrastructure, a new name and brand and a new governance structure.

With our strategy focused on embedding the outcomes of our transformation, growing our audience and growing our engagement – this role is a great opportunity to join an organisation that is helping to shape the future of Canterbury.

We are fiercely focused on impact and our vibrant team thrives on collaboration, innovation, and making a real difference to our members and customers.

Business Canterbury fosters an inclusive business environment, making it easier for businesses and their people to thrive, by developing their capability and ensuring their voices have influence.

About the Role

We are looking for someone to join our team as Executive Assistant to the CEO and Leadership Team to provide high-level executive assistance alongside support for the Board and overall facilities maintenance and management of our building in Kilmore Street. This is an exciting, varied and fast-paced role that involves interacting with a wide range of people including some of the country's leading influencers.

Reporting to the General Manager, the successful candidate will have a wealth of EA experience, enjoy working in a fast paced, empowering and flexible environment. They will be self-directed, highly motivated, well organised, alongside being driven by providing excellent support to others to help them succeed.

The role's primary focus is to provide support to the CEO and exceptional customer experience as the first point of contact for anyone interacting with the CEO alongside the following key areas of responsibility:

- Executive assistance and administrative support to the CEO and the Leadership Team including diary management, email inbox management and travel and accommodation bookings
- Coordination of the Leadership Team Work Programme including the administrative support for the Annual Business Plan, Performance Reviews and general HR support
- Coordination of the Board and Audit and Risk Work Programmes including Board Meeting secretariat support, Annual General Meeting and Board election coordination
- Facilitates management and maintenance at 57 Kilmore Street

The successful candidate will:

- Able to read minds, see around corners and in general be a superhuman
- Able to anticipate needs well in advance
- High degree of trust and discretion
- Multi-tasking goes without saying
- Able to operate in a fast-paced, agile environment

In return, we'll offer you:

A fantastic opportunity to join a small and ambitious team in a progressive purpose led organisation as the home and voice of Canterbury business and we will offer you:

- A supportive and empowering culture – we love to see our people excel and their ideas come to life through our values: Lead the charge and the change; be the best business partner; fiercely focussed on what's best for our customers; commercially driven for impact and authenticity matters.
- The opportunity to be part of an organisation that is a key part of Canterbury's business future
- A flexible environment that focuses on impact and outcomes.
- Great learning and development opportunities through our comprehensive training programme and engagement across our network.
- The opportunity to develop and deliver on your own ideas.

Be part of a great team thriving in a collaborative fast-paced environment.

If this sounds like you, we would love to hear from you. Please see the Position Description on our website <https://www.cecc.org.nz/about/join-our-team>, **before submitting your CV and cover letter via Seek**. The closing date is **Monday 24 March 5pm 2025**. If you have any questions about the role, please contact Leeann Watson at leeannw@cecc.org.nz or Laura Hill at laurah@cecc.org.nz

Position Description: EA to CEO & Leadership Team	
Title	Executive Assistant
Reports To	General Manager
Location	57 Kilmore Street, Christchurch
Date Completed	March 2025
Internal Relationships	Chief Executive, General Manager, Communications, Marketing & Advocacy Manager, Finance Manager, Business Services Manager, Commercial Team, Business Services Team, Marketing & Communications Team, Events and Training Team
External Relationships	Members, Business Canterbury Board, Politicians, Government Officials, Life Members, Media, Key Stakeholders, Electionz, BusinessNZ Network members, Business NZ, NZ Chambers of Commerce and Industry (NZCCI)
Direct Reports	N/A

Purpose of EA Position
<p>Background</p> <p>Supporting the CEO and Leadership Team, which includes the General Manager, Marketing Manager, Finance Manager and Business Services Manager, to achieve their outcomes, is the core of this role, alongside Board support and facilities management. This includes ensuring the Leadership Team Work Programme is well coordinated and supported ensuring the CEO and Leadership have the right information to help them succeed. In addition, this role will provide support to the Board and CEO for all Board engagements and the Board Work Programme and obligations, including our Board elections. This role will also manage the maintenance of office facilities and equipment in the Business Canterbury building.</p>
<p>Position Objectives</p> <ul style="list-style-type: none">• To provide a high-quality service for anyone interacting with the CEO• The CEO and Leadership Team have the information required to support their work

- Successful execution of the Leadership Team Work Programme through coordinating the development of the annual business plan, performance reviews and general HR support
- Coordination of the Board and Audit and Risk Work Programmes including Board Meeting secretariat support, Annual General Meeting and Board election coordination
- Our office environment and facilities are well maintained, meet compliance.

The Role will include the Following Areas of Responsibility

- EA support to the CEO
- EA support to the Leadership Team
- Leadership Team Work Programme
- Board Support
- Facilities Management

Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role. Key performance indicators (KPIs) which will be discussed and agreed with you upon commencement. These include:

EA Support to the CEO

- Manage and coordinate the CEO diary ensuring CEO has background information and any specific instructions for meetings
- Monitoring of emails, particularly media requests and invitations
- Travel and accommodation bookings and associated support
- Coordinate Board papers and supporting information from the CEO and Leadership
- Affiliation support including BusinessNZ collaboration and NZCCI
- General administration support

EA Support to the Leadership Team

- Travel and accommodation bookings and associated support
- HR support, including but not limited to:
 - Business Canterbury policy reviews
 - Individual Employment Agreement and variation support
 - New staff recruitment and coordination of onboarding and induction
- General administration support

Executive Team Work Programme

- To coordinate in consultation with the General Manager the:
 - Annual Executive teamwork programme and timelines for strategic planning, budget, quarterly reporting
 - Annual operation plan
 - Team engagement surveys
 - Performance appraisals
- To support the Executive Team as required to execute on the annual programme

Board Support

- To develop in consultation with the CEO and Chair the annual board work programme including the Audit and Risk work programme
- To support the CEO to actively maintain the governance risk register, dashboard and quarterly reporting
- Collation of Board papers and supporting material
- Secretariat support for the Board
- Coordinate Board support for Business Canterbury events
- Manage and coordinate the Annual Board election process
- Work with the Finance Manager, Events Team and Marketing Team to arrange the AGM and develop the Annual Report and AGM presentation

Key Areas of Responsibility

Facilities Management

- Management and maintenance of office facilities and equipment including but not limited to:
 - Cleaning contract
 - Air conditioning maintenance contract
 - Vehicle fleet (in association with the Finance Manager)
 - Ensuring furniture and fittings remain in good order and are replaced as appropriate and in line with budget, working with the Finance Manager
 - Monitoring warranty status of facilities and ensuring that this is accessed as appropriate
- Ensure all building compliance requirements are met and are up to date
- Management of access and security to the building
- Responsibility for managing and maintaining of internal rooms including cleaning and servicing of equipment and ground maintenance
- Providing full and accurate information for the annual Budget for our facilities and ongoing maintenance

General

- Any other duties that may arise as the position develops
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities
- Actively participate in:
 - Team meetings
 - Annual business planning process
 - Staff engagement surveys
 - Professional development
 - Identifying and acting on opportunities that support our strategy
- Operate within the agreed Strategy/Operational Business Plan and Budget

Corporate Responsibility

- Create and maintain information and appropriate Business Canterbury management systems
- Promote a positive and professional image of Business Canterbury at all times
- Represent the Business Canterbury as appropriate
- Engage in appropriate stakeholder liaison
- Understand and implement Business Canterbury values of **Lead the Change and the Charge; Be the Best Business Partner; Fiercely Focussed on what's best for our Customers; Commercially Driven for impact and Authenticity matters.**
- Ensure you understand and adhere to all Business Canterbury Policies including the Health and Safety Policy, which involves actively contributing towards Business Canterbury's commitment to the safety and wellbeing of our fellow staff and our members at all times.

Key Competencies/Knowledge/Skills and Experience

	Required	Desirable
Minimum 5 years' experience in an Executive Assistant position	✓	
Experience in providing support to multiple leaders	✓	
Strong verbal and written communication	✓	
Exceptional diary management skills working across multiple diaries	✓	
Previous experience and confidence in interacting with people in tier one and Governance level positions in stakeholder organisations	✓	
General understanding and interest in business and the economy		✓
Some previous interaction with Canterbury business networks including with Local and Central Government		✓
Customer service both internally and externally	✓	

Previous experience in Board support and specifically competence in minute taking	✓	
Advanced user of Microsoft Office suite, in particular Word and Outlook	✓	
User of One Note, One Drive, Teams, Zoom and Excel	✓	
Previous use of CRM and HR systems - HubSpot, Employment Hero		✓

Personal Attributes

Personal Attributes	Characterised by
Communication	<ul style="list-style-type: none"> • Strong communication to keep CEO well informed on anything that arises in the organisation and within our stakeholder network • The ability to ensure information is received from others to ensure CEO and Leadership meet their deadlines
Customer Focus	<ul style="list-style-type: none"> • A passion for providing excellent customer service and support • Thrive on providing excellent support to others to help them succeed • A passion for providing excellent customer service and support
Personal Organisation	<ul style="list-style-type: none"> • Self-directed, highly motivated and enjoys working in an empowering, fast paced, flexible environment • Well organised • Copes well under pressure and prioritises well • Attention to detail is important to you • Keeps track of deadlines for this role and for others within the Leadership Team
Self-Knowledge	<ul style="list-style-type: none"> • Uses initiative to pre-empt the needs of others to help them succeed • Is a self-starter versus waiting for direction • Is empathetic and uses initiative to pre-empt needs of others and ensure they are well supported
Integrity	<ul style="list-style-type: none"> • A high level of integrity, discretion, confidentiality and honesty
Agility	<ul style="list-style-type: none"> • A master of multi-tasking that can effectively switch from one task to another • Change track as needs change