

SLT ASSISTANT | KAIĀWHINA WHAKAHAERE

THE ROLE:	Senior Leadership Team Assistant Kaiāwhina Whakahaere
RESPONSIBLE TO:	Chief Executive & General Manager / Programme Director
ENGAGES WITH:	Chief Executive, Senior Leadership Team and all Q Staff, Clients, Board and Stakeholders
TERMS:	Permanent – Full Time

ROLE PURPOSE

To support Q's Chief Executive and Senior Leadership Team (SLT) by providing administrative support to them, Q's external stakeholders and the Q Limited and Trust Boards.

This role is accountable for a broad range of activities including first instance reception and greeting, administrative tasks, query handling and ad-hoc support, as well as specific tasks that contribute to projects within the Senior Leadership Team. You will be a central point of contact for the SLT, managing the prioritisation of enquiries and requirements from staff, stakeholders and board members, while delivering a high level of service and communication at all times.

SUPPORT Q'S CHIEF EXECUTIVE AND SENIOR LEADERSHIP TEAM BY:

- Maintaining the efficient running of the CE's office and ensuring that day-to-day administrative duties are carried out, fielding information, dealing with general enquiries, and keeping the office and meeting room organised.
- Providing administrative support to the senior leadership team of five - Chief Executive, General Manager / Programme Director, Technical Manager, Marketing and Brand Communications Manager, Accountant – including:
 - Coordinating meetings and documentation.
 - Input of financial data into our financial and payroll systems under the supervision of our Accountant.
 - Assisting our General Manager / Programme Director with the administration and management of Programming activities.
- Managing databases and filing systems where appropriate.
- Liaising with staff, suppliers and clients including managing basic correspondence.
- Assisting with special events and meeting organisation for the CE / Board and set up including collating RSVP's and collaborating with Q's visitor experience team to provide hospitality requirements.
- Collating and producing high standard documents for a variety of forums including team and management meetings, other meetings, reports and publications.
- Managing and administrating recruitment and induction of new team members when required.
- Proactively identify where additional support can be given to Q's Chief Executive and Senior Leadership Team.

SPECIFIC RESPONSIBILITIES:

CHIEF EXECUTIVE ASSISTANCE

- Act as a first point of contact: dealing with correspondence and phone calls.
- Keeping track of important SLT tasks and deadlines.
- Compiling and preparing reports, presentations, and correspondence.



BOARD SUPPORT

- Work with the CE and SLT to collate and format information required for monthly board reports.
- Assist the CE to disseminate information to Q's boards as and when required.
- Administer board meetings, including the management of meetings rooms.
- Administer follow-up actions from board meetings where appropriate.

SENIOR LEADERSHIP TEAM (SLT) ASSISTANCE

- Support the SLT in completing administrative tasks where required.
- Support the SLT in maintaining excellent communication across the organisation.
- Oversee the calendars for the SLT, supporting the team to avoid clashes and organising internal and external meetings and appointments when possible.
- Co-ordinate and minute meetings when appropriate.
- Support and remind SLT of important tasks and deadlines.
- Typing, compiling, and preparing reports, presentations and correspondence.

PROGRAMME DIRECTOR ASSISTANCE

- Assist the Programming team with researching, preparing and circulating correspondence. This includes contracts, letters of offer and emails.
- Research programme information and collect and collate information from artists, producers and companies as required.
- Maintain a comprehensive, accessible and efficient system for managing documents, technical riders, company information, schedules and contracts.
- Attend programme meetings, take minutes and note action points, and distribute to the appropriate staff.

FINANCE ASSISTANCE

- Undertake financial data entry as required under the direction of Q's Accountant.

ESSENTIAL SKILLS

- Comfortable and confident dealing with the diverse range of people and personalities found within the performing arts.
- Experience in working with in a busy office environment.
- An eye for detail.
- IT savvy. Highly proficient in the Microsoft Office suite.
- Prior experience in day-to-day use of accounting and payroll systems plus any two or more of the following software applications:
 - MS 365 Teams / OneDrive / SharePoint.
 - Project management.
 - Facilities management.
 - Venue / events management.
 - Database management.
 - Ticketing.
- Excellent organisational skills.
- Excellent communication (both written and verbal) and interpersonal skills with people at all levels, both internally and externally.



JOB DESCRIPTION AT Q

- Calm under pressure and able to multitask.
- Good time management and ability to prioritise.
- Excellent attention to detail.
- A positive attitude with a high level of self-motivation and ability to take the initiative.
- An active interest in the performing arts is desirable.

COMPETENCIES

Communication:

- Strong communication skills
- Interpersonal communication skills
- Relationship building skills

Personal Qualities:

- Motivated and energetic ('can do' attitude)
- Fairness, personal integrity
- Excellent time management
- Self-confidence and resilience
- Mission Focussed
- Ability to relate to and promote the values of organisation

A performance agreement will be finalised within two months after commencing in the role.

