

Executive Coordinator

Team	Office of the Chief Executive
Grade	15
Reports to	Chief Executive
Location	Wellington Office
Created	August 2021

Role Purpose	<ul style="list-style-type: none">• Provides high level confidential executive support to the CEO, and secretariat support to the VSA Council,• Provides general office support and facilities management to the Wellington Office.
Direct Reports	Nil
Budget Delegation	\$500 per event

About VSA

Volunteer Service Abroad (VSA) is a New Zealand-based international development agency that engages volunteers on overseas and e-volunteering assignments. These assignments enable New Zealanders and those with a strong connection to the Pacific, to share their skills and knowledge with communities striving for sustainable change across the wider Pacific.

VSA focuses on people-centred development. We give great importance to manaakitanga which means we value respectful partnerships, working and learning together, cross-cultural understanding, and the spirit of volunteering. VSA's values and our strategic focus reflect our commitment to bringing the spirit of Te Tiriti O Waitangi to the way we work through our international development programme.

We have staff working from our National Office in Te Whanganui a Tara/Wellington, as well as staff and volunteers located across the wider Pacific in the Cook Islands, Samoa, Tonga, Fiji, Kiribati, Vanuatu, the Solomon Islands, Bougainville, Papua New Guinea, and Timor-Leste.

VSA works in partnership with a range of partners across the Pacific and Aotearoa, including non-government organisations as well as private, public, and academic organisations and institutions.

VSA's work is primarily funded through its strategic relationship with the NZ Ministry of Foreign Affairs and Trade, but also receives independently generated income through individual donors and funders.

VSA is an independent, secular, and not-for-profit organisation, governed by an elected Board known as the VSA Council. VSA is a registered charity and an incorporated society. You can find out more information at www.vsa.org.nz

About the Team

VSA's Office of the Chief Executive focuses on the following main areas of work: Leading strong engagement with our key stakeholders; Growing public awareness of VSA; and ensuring a fit for purpose organisation that is skilled to deliver results into the future.



The Executive Coordinator is instrumental in this Office functioning smoothly, ensuring and supporting the CEO to meet critical, time-sensitive, and strategic objectives through meetings with various stakeholders, and the appropriate distribution of information. The role is also instrumental in coordinating the business of the governing VSA Council, including supporting the Chair.

Critical Success Factors

Broad Area of Responsibility:	Evidenced through:
<p>CEO Support</p>	<ul style="list-style-type: none"> • Providing professional, confidential, and discreet executive support to meet the CEO's priorities and accountabilities; in particular: <ul style="list-style-type: none"> ○ Diary management and bring up system, including responding to emails as and when appropriate. ○ Filtering urgent and important messages (phone, email) and prioritising these for attention. ○ Managing non-urgent and non-important messages appropriately. ○ Organising internal and external engagements and appointments to meet key objectives, ensuring the CEO received preparation notes, materials and speaking points in advance of the meeting (in consultation with SLT). ○ Arranging all CEO travel (flights, transport, accommodation, meals) through VSA's travel provider to maximise their time, stakeholder engagement opportunities, and priorities. • Assisting with the compilation and coordination of the CEO's report to Council and other documentation required for presentations, reports, or projects. • Acting as the CEO's point of contact, liaising with internal and external stakeholders; action requests to coordinate communication from the CEO (or SLT); and proactively ensuring responses meet deadlines. • Implementing, monitoring, and reporting on strategic, operational and project plans to inform decision making, and support the CEO, SLT and Council achievement of governance and organisational objectives, by: • Together with the CEO, building and monitoring annual budgets for head office and governance. Exercising delegated authority for assigned budgets. Preparing and processing invoices and expense claims in accordance with delegations and policy. <ul style="list-style-type: none"> ○ Maintaining a clear understanding of CEO, SLT and Governance priorities



	<ul style="list-style-type: none"> ○ Highlighting when CEO, SLT or Governance priorities are slipping or deviating from plan, missing milestones and/or delivery dates.
Senior Leadership Team Support	<ul style="list-style-type: none"> ● Providing support and assistance to SLT members to meet their priorities, including: <ul style="list-style-type: none"> ○ Providing administrative expertise and document management. ○ Coordination and / or liaison with other internal or external parties as required. ● Scheduling meetings, agendas, minutes, and actions, and collating and distributing materials in a timely manner as required.
Secretariat for the VSA Council	<ul style="list-style-type: none"> ● Acting as secretariat for the VSA Council, ensuring the smooth operation of Governance activity: <ul style="list-style-type: none"> ○ Coordination secretariat for VSA Council: scheduling of Council and Committee dates, coordination of agenda, minutes, actions, distributing papers, managing travel logistics or online remote login arrangements, accommodation, and catering. ○ Record and produce the Minutes of all Council and Council committee meetings, ensuring CEO endorsement and appropriate Chair sign-off these. ● Manage the VSA Council Election process, including: <ul style="list-style-type: none"> ○ Complying with the rules in accordance with the Constitution for the election process. ○ Ensuring the voting process is communicated smoothly to all relevant members (in consultation with the Marketing & Communications Manager) ○ Overseeing the voting process. ○ Collating votes ○ Working closely with relevant staff to ensure the outcomes are communicated appropriately. ● Working with the Council Chair and other relevant staff to run and provide administrative support for the VSA AGM ● Administer the Boardable online system and ensure all Council members receive materials in a timely manner. ● Supporting the VSA Council Chair with inducting new Council members and providing relevant information, materials, policies, and other documentation as required.
Office & Facilities Management	<ul style="list-style-type: none"> ● Oversee the implementation and evaluation of required administrative practices, systems, and procedures to optimise efficiency and support the achievement of quality outcomes.



	<ul style="list-style-type: none"> ○ Provide subject matter expertise when improvements are being considered for business systems improvements ● Ensure the provision of facilities management for the Wellington Office, including: <ul style="list-style-type: none"> ○ Arranging catering ○ Ensuring the Office has adequate supplies of stationery, kitchen consumables, and bathroom products. ● Liaise as required with building management, suppliers, building security, and delivery services to the office.
Stakeholder Relationships	<ul style="list-style-type: none"> ● Working collaboratively within the Stakeholder Engagement Team to deliver appropriate and timely engagement to existing and new audiences.
Projects	<ul style="list-style-type: none"> ● Actively participating in cross-organisational projects that promote the work of VSA, build awareness and profile, and support achievement of the long-term objectives of the organisation in Aotearoa New Zealand and overseas.
Industry Knowledge & Networks	<ul style="list-style-type: none"> ● Developing and maintaining effective internal and external working relationships enhancing information sharing across the organisation as well as ensuring the CEO's outreach activities are well coordinated. ● Remaining abreast of industry forums, events, and conferences that the CEO could attend or speak at. ● Ensuring the CEO is prepared with briefing notes in consultation with SLT as required for events, meetings with dignitaries, or with major stakeholders. ● Keeping own professional development current through networking events and continuous development, ensuring your skills and experience meet the ongoing requirements of the role.
Health and Safety	<ul style="list-style-type: none"> ● Taking reasonable care for personal safety and wellbeing in all VSA workplaces, project sites, and if, and when driving vehicles. ● Acting in accordance with all reasonable Health and Safety instructions, policies, and signage making sure that acts or omissions do not adversely affect the safety and wellbeing of yourself or others. ● Reporting all occupational injury, illness, near miss incidents, accidents, environmental spills, or fire (regardless of its severity) to your manager. ● Reporting all hazards which may result in an injury, illness, spill, or fire, to your manager, and to the HR Coordinator.



From time to time the Executive Coordinator's working hours may need to be flexible to meet business needs. On occasion certain duties may need to be carried out during the weekend to support VSA Council / Committee meetings, or VSA's regular monthly schedule of volunteer selections. Appropriate time off in lieu will be granted where hours of work exceed normal working hours with prior approval of the CEO. Alternatively, the CEO may approve payment for the additional hours worked.

At VSA there will be times when we all pitch in to do additional tasks that are outside our regular roles. This forms part of our culture and our values.

At VSA all staff are encouraged to contribute to continuous improvement: to support innovative thinking, smart work practices, how we engage across teams, and the overall culture and work environment.

There will be opportunities to participate in forums, committees, and working parties across the organisation and with third parties.

Key Relationships

Internal	<ul style="list-style-type: none"> • Chief Executive Officer • Director Finance & Programme Delivery • Director Stakeholder Engagement • Director Human Resources & Volunteer Services • Managers
External	<ul style="list-style-type: none"> • Chair of VSA Council • VSA Council Members • MFAT Staff • Council of International Development • Forum • Sector agencies • Building owner • Facilities service providers (plumbers etc..)

All staff are expected to develop professional relationships with other staff throughout the organisation during their tenure at VSA.

Skills / Competencies / Attributes

- Commitment to the principles of international development and understanding of the principles of Te Tiriti o Waitangi and bi-culturalism and multi-culturalism.
- A proven track record of experience and achievement in a senior executive support role.
- Wide ranging knowledge and experience with administrative systems and processes.
- Excellent influencing, interpersonal and communication skills (written and verbal).
- Excellent relationship management skills.
- Intuitive application of discretion, confidentiality, integrity, and professionalism.
- Strong results achievement focus, with professional standards and able to organise and prioritise workloads effectively, to ensure high quality results within deadlines.
- A tertiary qualification in Business (or similar) is preferred, and evidence of ongoing and current professional development of executive administrative skills and practices.



- Highly organised, disciplined, resilient, and capable of managing a wide range of competing priorities while remaining composed.
- An ability to think tactically, applying common sense and political nous, judgement and insight.
- Willingness to work in a flexible and dynamic environment.

Please note: A Covid-19 vaccination is mandatory for any member of VSA staff required to travel overseas on business. You may also be required to undertake pre-departure Covid testing prior to deployment to Pacific countries.

