Team Leader: Executive Services

Position Details

Reports to: Chief of Staff

Location: Police National Headquarters

District/Service Centre: Executive

Shift work/non shift work: non-shift work

Group: Executive

Remuneration range: Band I

PHPF Level Purpose: Team Leader/Manager

Employee Type: Police Employee

Direct reports: Executive Assistants, Executive Receptionist

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The purpose of the Team Leader Executive Support role is to help enable our people to deliver Our Business.

The Team Leader does this by managing, and continually enhancing, the provision of administrative and executive support to the Police Executive to enable them to meet their strategic and operational imperatives.

Accountabilities

1. Look after our people

- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Ensure all team accidents, incidents and near misses re reported, investigated and endorsed in MyPolice.
- Proactively manage employee return to work programmes where required.
- Actively encourage and enable Wellness and Safety initiatives and training.

2. Service Delivery

- Develops and maintains consistent systems and processes to ensure proactive, high-quality administrative support is provided across the Executive.
- Provides oversight, coordination and support to the secretariat functions for the executive governance groups, identifying areas for further improvement
- Manages processes and databases related to secretariat functions including International Travel.
- Proactively identifies opportunities for improvement for Senior Leadership Team meetings, ensuring they meet the needs of all members.

- Ensures Executive members have access to the appropriate levels of ceremonial support to do their jobs effectively.
- Prepares, or oversees the preparation of, regular and ad hoc reports including any analysis required as required.
- Proactively identifies opportunities for cost savings, ensuring value for money in all activities.
- Carries out regular reviews of business processes, and oversees the implementation of identified improvements to maximise the efficiency and effectiveness of administrative processes.
- Ensures all requests for advice, information and support, and any complaints are met with a professional, customer service focus and are responded to in a timely and constructive manner.
- Maintains a culture of continuous improvement within the Group. Constructively challenges established ways of working to identify opportunities to improve systems and processes.
- Provides specialist advice to members of the Executive when required.

3. Team Management

- Creates and leads a high performing co-ordinated and motivated team.
- Works to achieve buy in and commitment from the team to new initiatives, and changes to processes and procedures.
- Sets appropriate direction, priorities and expectations for team members and agrees work programmes and performance standards.
- Provides leadership, coaching, motivation and management to the team to maximise their efficiency in providing support to meet business/executive requirements.
- Ensures the team has the necessary knowledge and tools to provide quality customer service.
- In conjunction with members of the Executive Leadership Team, monitors the performance of the team and gives frank feedback, ensuring career development opportunities are identified and pursued. Motivates others to contribute to the priorities of NZ Police, and to attain their goals.
- Promotes strong channels of communication between team members and the wider organisation.
- Promotes Police's Values and ethical behaviour across the team.
- Demonstrates commitment to the vision, values and goals of the NZ Police.
- Fosters a safe environment by integrating wellness and safety into all aspects of working practices and places of work.
- Provides leadership and direction for staff and acts as a role model.

4. Relationship Management

- Establishes and maintains strong working relationships with members of the Executive Leadership Team to ensure
- their administrative requirements are met, future needs are identified, and any issues resolved promptly.
- Provides a key link between the Executive support staff and the wider organisation.
- Establishes and maintains appropriate internal and external networks and working relationships to promote timely and honest dialogue regarding any issues that may impact of the credibility of the team.
- Develops networks across the organisation with employees that have functional responsibilities of a similar nature to ensure consistency of approach where possible.

5. Project Management

- Identifies and manages project areas requiring research and development, ensuring alignment to strategic requirements and direction.
- Provides project management and/or co-ordination support for one-off Projects.
- Effectively completes specific Executive Services Project work as required.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).