

Position	Office Manager
Reports to	Chief Executive
Direct reports	Nil
Location	Te Whanganui-a-Tara/Wellington
Employment type	Permanent 32 hours per week

## Role Purpose

The **Office Manager / Executive Assistant** provides high-level executive, administrative, and operational support to the Chief Executive and senior leadership, while ensuring the smooth and effective day-to-day functioning of the organisation.

This is a central, trusted role within InsideOUT Kōaro, connecting leadership, operations, and organisational systems. The Office Manager / Executive Assistant plays a key part in enabling the organisation to operate effectively, deliver on its strategy, and uphold its values, supporting governance processes, and improving efficiency across teams. The role requires excellent organisational, communication, and problem-solving skills to enhance organisational effectiveness and executive productivity.

## Key Responsibilities

### Executive Support

- Provide a full range of executive assistance, including:
  - Diary and calendar management
  - Travel coordination and bookings
  - Preparation of highly sensitive and confidential correspondence
  - Act as a key liaison between the Chief Executive and internal and external stakeholders
- Organise and prepare materials for senior-level meetings, including:
  - Gathering, collating, and distributing information
  - Managing agendas
  - Recording and tracking actions where required

## Office & Administration Management

- Coordinate administrative activities for the Chief Executive's office
- Establish and maintain effective information and records management systems
- Oversee the organisation's primary email inbox, ensuring:
  - Timely and professional responses
  - Appropriate delegation and referral of enquiries
- Manage the Wellington office environment, including:
  - Office supplies and sundries
  - Liaising with building management and service providers
  - Coordinating cleaning, maintenance, and office systems

## Governance & Board Support

- Coordinate Board and subcommittee meetings, including scheduling and logistics
- Prepare and distribute Board packs and meeting documentation
- Record and maintain accurate minutes and action registers
- Maintain governance records and ensure compliance with key deadlines
- Support communication between the Board and leadership team

## Organisational Support

- Support the development and continuous improvement of organisational systems, processes, and workflows
- Maintain organisational knowledge, documentation, and standard operating procedures
- Identify inefficiencies and recommend improvements to enhance productivity and effectiveness
- Provide coordination support for organisational projects and strategic initiatives
- Track progress against key priorities and follow up on actions
- Monitor budgets related to office and operational functions, identifying and escalating variances
- Maintain compliance registers and support organisational planning processes
- Assisting with audits and financial administration

## **Systems & Technology**

- Act as administrator for central organisational systems (e.g. Microsoft 365, Google Suite, HR systems)
- Manage purchasing, procurement, and organisational technology needs
- Identify opportunities to improve or implement systems to enhance efficiency
- Ensure data integrity, security, and accessibility of organisational information

## **People, Policy & Culture Support**

- Coordinate recruitment, onboarding and induction processes,
- Coordinating payroll support as required
- Support exit processes (IT offboarding, equipment return, administrative tasks)
- Support the development of systems and processes that enable teams to work effectively
- Contribute to a positive, inclusive, and high-performing team culture
- Support staff wellbeing initiatives and internal engagement activities
- Support the Chief Executive with maintenance of organisational policies and procedures
- Assist with ensuring compliance with health and safety requirements
- Maintain risk and compliance registers and support audit preparation

## **Other Duties**

- Undertake additional duties as reasonably required, including event coordination, hui coordination, and administrative or technical project support
- Support delivery of InsideOUT Kōaro's strategic and annual plans
- Participate in training, meetings, and organisational development initiatives as directed
- Contribute to InsideOUT Kōaro's commitment to Te Tiriti o Waitangi.

## **Key Skills and Attributes**

- Proactive, highly organised with strong attention to detail
- Excellent communication and relationship management skills
- Proven ability to handle confidential and sensitive information
- Strong initiative and problem-solving capability
- Ability to manage competing priorities and meet deadlines
- Systems-thinking and process improvement mindset
- Digitally capable and confident with organisational tools and systems
- Collaborative, adaptable, and values-driven

- Ability to handle confidential and sensitive information
- Strong initiative and problem-solving ability
- Proficiency in managing competing priorities and deadlines

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This job description reflects the general duties of the position and should not be interpreted as a comprehensive inventory of all tasks, responsibilities, and qualifications required. Duties and responsibilities may be added or modified as needed to meet the organisations evolving needs.