



Ministry of Finance and Economic Management  
GOVERNMENT OF THE COOK ISLANDS

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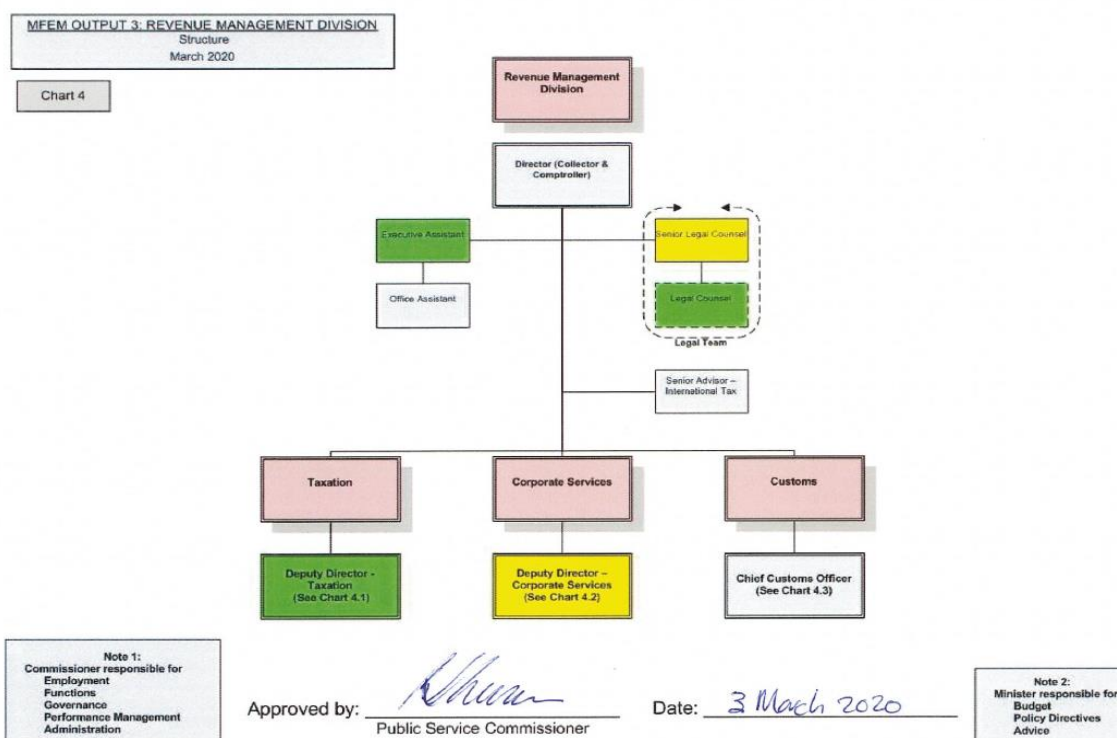
**POSITION SUMMARY**

<b>Job Title:</b>	Executive Assistant to the Director
<b>Division:</b>	Revenue Management Division
<b>Responsible To:</b>	Director
<b>Responsible For:</b>	1 staff
<b>Job Purpose:</b>	To provide support and assistant to the Director in order to effectively deliver the services of the office. To lead and manage the delivery of Human Resources, financial including administration duties. To ensure HR matters are compliant with all government legislations and policies. To ensure compliance with all government legislation and policies and to provide quality financial management to the Revenue Management division to ensure transparency and accuracy.
<b>Job Classification:</b>	Function: (Policy, Service Delivery, Regulatory, Corporate Support, Governance) Job band (A-K) Jobwise Code (S1-S6; O1-O6; T1-T7; L1-L8) [Inserted after evaluation exercise]
<b>Date updated:</b>	March 2020

**AGENCY VISION**

“We will act without fear or favour to collect revenue which pays for our Cook Islands way of life”

**ORGANISATIONAL STAFFING STRUCTURE=**



## KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p><b>KRA 1: Human Resource Management and Administration</b></p> <ul style="list-style-type: none"> <li>• Co-ordinate and organise the recruitment of vacant positions for the RMD office</li> <li>• Provide recruitment support and advice in the RMD division</li> <li>• Coordinate Induction training for new recruits</li> <li>• Provide support as required with reviewing the Recruitment and Remuneration Policy received from OPSC</li> <li>• Manage and monitor the performance management system processes of the RMD division</li>   <li>• Facilitate, coordinate and maintain a schedule for upcoming workshops and courses for both custom and tax staff</li> <li>• Facilitate and organise venue setup along with associated tasks for all workshops</li> <li>• Organise and ensure all staff travels overseas have been arranged from airfare, accommodation, transport and per-dium</li> </ul>	<ul style="list-style-type: none"> <li>• Attend Job Evaluation meetings when required</li> <li>• All positions are filled</li> <li>• Support and advice on recruitment panels is provided</li> <li>• Induction training delivered for newcomers and refer to OPSC for Public Service Induction</li> <li>• Support is provided in reviewing policies</li> <li>• Performance management is implemented</li>   <li>• Training &amp; development needs conducted annually</li> <li>• Staff are supported with their career pathways and leadership development as required</li> <li>• Training &amp; Development records are kept on file</li> </ul>
<p><b>KRA 2: HR Payroll</b></p> <ul style="list-style-type: none"> <li>• Ensure all staff comply with personnel policies and procedures on a daily basis including signing time sheet book and entering leave applications in ESS</li> <li>• Staff personnel records are maintained, updated and stored securely reflecting job descriptions, performance appraisals and performance related issues as they arise, and any adjustments to remuneration and job duties</li> <li>• Manage RMD's payroll system</li> </ul>	<ul style="list-style-type: none"> <li>• All leave is entered in ESS correctly each week</li> <li>• Monthly review of each personnel file checked to ensure all necessary files are included and reminders issued where files are incomplete</li> <li>• Payroll data is accurate</li> <li>• Payroll data is submitted to MFEM in a timely manner</li> </ul>
<p><b>KRA 3: Reporting and General Office Administration</b></p> <ul style="list-style-type: none"> <li>• Provide timely and proficient support in dealing with customer/staff dissatisfaction, resolving within discretion and appropriateness of an effective administrative responsibility</li> <li>• Review and ensure all public notices and press releases are accurately advertised according to the policy</li> <li>• Disseminate reports, information and documents on relevant communication mediums</li> <li>• Maintain strong internal controls over the use of office resources and assets</li> <li>• Maintain effective information management systems</li> </ul>	<ul style="list-style-type: none"> <li>• Services are attended in a timely and professional manner</li> <li>• All records provide ease for efficient audit processing and reporting</li> <li>• Documents are disseminated in a timely manner</li> <li>• Staff are well informed of financial policies</li> <li>• Directors appointments are accurately scheduled including arranging visits and meetings</li> <li>• High level of accuracy and attention to detail</li> </ul>

<ul style="list-style-type: none"> <li>• Draft memo, letters, report on behalf of the Director</li> <li>• Maintain and process payments of all invoices for both Tax and Customs office</li> </ul>	
<p><b>KRA 4: Leadership and Direction</b></p> <ul style="list-style-type: none"> <li>• Contribute to the planning, leadership and management, people development and financial information for the RMD division</li> <li>• Provide supportive leadership to staff</li> <li>• Participate fully in the performance management process</li> <li>• Provide advice and direction to the HR/Finance/Admin team</li> <li>• Foster an organisational culture that achieves MFEM goals and ensures customer value</li> </ul>	<ul style="list-style-type: none"> <li>• HR/Finance/Admin staff carry out daily responsibilities in adherence with the acts and regulations</li> <li>• Engaged managers leading teams to achieve RMDs shared goals and outputs</li> <li>• Positive feedback from staff</li> <li>• HR processes implemented</li> <li>• Ensure appraisals of HR/Finance/Admin staff are completed by their managers and recommendations made to the Director</li> <li>• Staff are supported with their career pathways and leadership development as required</li> </ul>
<p><b>KRA 5: Self-Management and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Demonstrate self-management and continuous improvement in work performance and personal development</li> <li>• Identify and manage critical issues and risks and ensure they are effectively addressed</li> </ul>	<ul style="list-style-type: none"> <li>• Personal development and continuous improvement in work performance is evident</li> </ul> <p>Critical issues and risks are identified and managed</p>

### WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Completing priorities and activities required in a timely manner and of high standards, while ensuring efficient operation of RMD office.
2	Dealing with difficult and challenging customers and being prepared to deal with them effectively and in a professional manner at all times.
3	Scoping relevant training and development programmes for the RMD division
4	

### AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

<b>Financial</b>	Financial authority to commit to routine expenditure of up to \$1,000
<b>Staff</b>	Yes - Performance management of staff.
<b>Contractual</b>	No

### FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

<b>Internal</b>	<b>Nature of Contact</b>	<b>External</b>	<b>Nature of Contact</b>
RMD Director	<b>Heavy</b> Provide guidance and HR advice on the division's HR Strategies and reporting responsibilities. Provide advice on Payroll system. Reporting and assisting at all times.	OPSC	<b>Promoting</b> Liaising with HR division on staff matters
HR/Finance/Admin Staff	<b>Heavy</b> Give ongoing guidance HR/Payroll training and advice	MFEM Payroll	<b>Promoting</b> Advice on payroll matters
All Divisional Managers	<b>Heavy</b> Information relating to HR/Payroll matters, providing advice on the ongoing requirements of any training and advice in adhering to the Govt HR Policy.	Suppliers	<b>Heavy / Routine</b> Receive payments, providing information, making payments
Other MFEM Staff	<b>Light</b> Routine Contact		

### QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

<b>Essential: (least qualification to be competent)</b>	<b>Desirable: (other qualifications for job)</b>
Bachelor's Degree in Business Management	Post Graduate degree in Commerce, Business Management or related field

### EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

<b>Essential: (least number of years to be competent)</b>	<b>Desirable: (target number of years you are looking for)</b>
6-7 years demonstrated experience in HR and Finance and management/leadership experience including executive assistant.	8+ years demonstrated experience at management level

### KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

<b>Level of ability required for the job</b>	
<b>Expert</b>	<ul style="list-style-type: none"> <li>▪ Implements strategies that respond to ministry's priorities</li> <li>▪ Sets clear expectations, monitors and evaluates performance</li> <li>▪ Communicates with clarity and vision</li> <li>▪ Takes ownership and acknowledges impact and outcomes of decisions</li> <li>▪ Strong financial, administrative, planning and management skills</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>▪ Strong analytical skills and thorough understanding of government priorities and challenges</li> <li>▪ Experience in managing financial functions in a changing environment</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Understands the importance of strategic and project planning and the coordination of people and resources</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>▪ Highly developed written and oral communication skills, preferably in both English and Cook Islands Maori</li> <li>▪ Engages employees to gather ideas and provide input</li> <li>▪ Plans and strategies to achieve targets and adapts to changing circumstances</li> <li>▪ Able to think laterally and exercise sound judgement</li> <li>▪ Identifies opportunities for innovation and improvement</li> <li>▪ Able to manage limited resources</li> <li>▪ Able to handle confidential and sensitive information</li> <li>▪ High level of accuracy, initiative, creativity and accountability</li> <li>▪ Knowledge of financial, planning, policy, budgetary processes and reporting</li> <li>▪ Proficient use of Microsoft office programmes</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>▪ OPSC policies and legislation</li> <li>▪ Understands the Public Sector planning, budgeting and performance management framework</li> <li>▪ Understands the unique Cook Islands context</li> <li>▪ Awareness of health and safety factors, office procedures and protocols</li> <li>▪ Effective time management and workflow skills</li> </ul>

## CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

### Approved:

\_\_\_\_\_

HoM/Manager

\_\_\_\_\_

Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date