

POSITION DESCRIPTION

Position details

Position title	Executive Assistant
Team	Office of the Chief Executive
Location	Wellington
Date	September 2026

Our purpose

The Electricity Authority Te Mana Hiko is an independent Crown entity, established under the Electricity Industry Act 2010, responsible for regulating New Zealand's electricity industry for the long-term benefit of consumers. Our vision is reliable electricity at lowest cost for New Zealand consumers. We work towards two outcomes:

- Affordable - electricity is generated and delivered at lowest cost over time for New Zealand consumers; and
- Reliable - our electricity system is secure, resilient and meets consumer demand at an efficient level of reliability.

How we work

The Electricity Authority Te Mana Hiko promotes competition in, reliable supply by, and the efficient operation of, the New Zealand electricity industry for the long-term benefit of consumers.

Our functions describe how we do this. We work to:

- Promote market development: To enable New Zealand's electricity markets to deliver better outcomes for consumers, we maintain a responsive regulatory environment that both reflects industry's current state and supports innovation and change. Key tools for market development include market facilitation measures and amending the Electricity Industry Participation Code.
- Monitor, inform and educate: Transparency and understanding are vital to the operation of the electricity markets. Our market monitoring, information and education work focuses on making data, information and tools available, increasing participation, and improving awareness of how electricity market's function.
- Operate the electricity system and markets: We are responsible for the day-to-day operation of the electricity system and markets. To achieve this, we contract out some services including the role of system operator, which provides the real-time coordination of sending generated electricity across the national grid to meet demand from consumers.
- Enforce compliance: We ensure the Electricity Industry Act, its regulations and the Electricity Industry Participation Code are followed by electricity industry participants. Our compliance function also helps improve the industry more generally, as lessons learned support our education of participants and help us to identify and resolve on-going or systemic issues.
- Protect the interests of consumers: We are responsible for protecting the interests of domestic and small business consumers in relation to the dealings of industry participants supplying their electricity.

More information can be found on our website www.ea.govt.nz

Our values

The Electricity Authority has the following values:

Our people

We support the development of each other and work together to achieve our goals.

Boldness

We are decisive, forward-thinking and not afraid to do the right thing.

Excellence

We are committed to producing the highest-quality work.

Openness

We are transparent in our work and listen to others.

Integrity

We are honest and trustworthy and treat everyone with fairness and respect.

Our group

The Office of the Chief Executive supports the Chief Executive in leading the Electricity Authority by providing strategic policy guidance, organisational advice, and operational coordination. It facilitates effective decision-making, stakeholder engagement, and the successful delivery of the Authority's responsibilities.

Purpose of this position

The purpose of the role is to deliver executive administrative support to the Chief Executive, ensuring seamless coordination of daily operations and strategic initiatives. This includes managing complex calendars, communications, and confidential information with discretion and efficiency. This role acts as a key liaison, by facilitating internal and external stakeholder engagement on behalf of the Chief Executive.

The role also involves building strong internal and external relationships and applying exceptional organisational skills, sound judgement, and an ability to anticipate needs in a fast-paced executive environment. The role works closely with other Executive Assistants and the Board Secretary to support effective coordination across the organisation.

Working relationships

Reports to	Chief Executive
Direct reports	Nil
Internal relationships	• Senior Leadership Team (SLT) • Electricity Authority Board • The CE's Office (including the Board Secretary) • Executive Assistants to the General Managers • Electricity Authority staff
External relationships	• Sector stakeholders and sector Executive Assistants to Chief Executives • Other government agencies

Key accountabilities and deliverables

The key accountabilities listed below are not intended to be a complete or limiting description of the role and certain duties may change from time to time.

Executive Support

- Manage and maintain the diary and emails of the CE, in a way that allows them to undertake their responsibilities effectively.
- Advise and coordinate with the relevant stakeholders to schedule time with the CE. Including but not limited to meetings, priorities and deadlines such as the collation of board papers or the CE report.
- Pre-empt the needs of the CE to ensure the CE is provided with the information and resources they need to prioritise, prepare and undertake their work activities in an informed way.
- Develop and maintain the EA 'community of excellence' for support staff, by leading the group's best practice systems and processes at all levels across the organisation.
- Accurately reflect the requirements of the CE when communicating with internal and external stakeholders to ensure best outcomes are achieved for the Authority.
- Manage all domestic and international travel requirements for the CE and prepare the CE's expense claims in accordance with the Authority's policies and procedures.
- Liaise and coordinate with the Communications team regarding the CE's attendance at speaking engagements or media interviews ensuring the CE's requirements are met.
- Continuously assess and improve administrative systems to ensure the smooth running of the CE's office and associated functions.
- Promote awareness of the process and protocols for securing input or signoff from the CE. Work with managers to ensure all staff understand expectations.
- Ensure the management, referencing and filing of information and records is in line with Authority policies and procedures.

Relationship and Stakeholder Management

- Develop effective working relationships with Authority staff to help the smooth running of the organisation, including the group of Executive Assistants who support the General Managers and the Board Secretary.
- Build and maintain effective relationships with relevant external bodies and organisations.
- Lead with purpose, communicating clearly to persuade and inspire others.
- Participate as an active team member and share knowledge and expertise to achieve Authority outcomes.
- Strengthen business performance by leading innovatively to foster continuous improvement at the Authority.

Workflow

- Actively and independently plan and manage own projects and workload, with guidance from the CE as required.
- Effectively identify and manage or escalate risk to ensure a "no surprises" approach, including but not limited to any issues that arise relating to media, industry stakeholders, the Minister office, MBIE or external stakeholders.

Experience and knowledge

To be successful in the role, you will have the following:

- Broad experience as a senior level Executive Assistant, ideally in a complex organisation (within government, a regulatory environment or in a commercial organisation).
- Excellent organisation and time management skills with the ability to establish priorities and meet deadlines whilst preserving the highest level of accuracy and confidentiality.
- The ability to navigate ambiguity in a fast-paced environment.
- Keen attention to detail and a delivery-focused attitude.
- The ability to work efficiently, discreetly, and with integrity
- Excellent interpersonal, oral and written communication skills
- Advanced skills in using the Microsoft office suite and a variety of other organisational systems – e.g., finance systems, planning and process systems, filing programmes etc.

Behavioural specifications

To thrive in this role, you will demonstrate:

- A proactive, can-do attitude with good judgement and discretion.
- Strong relationship-building skills and ability to work well with others.
- Excellent written and verbal communication, with exceptional attention to detail.
- An ability to manage competing priorities and work well under pressure.
- A growth mindset.