



Executive Assistant

The Personal Advocacy and Safeguarding Adults Trust (PASAT) was established in 1967, originally as the trusteeship scheme of IHC. It was set up to provide “parental care or oversight” of persons with an intellectual disability on the death of both of their parents. It was designed to offer comfort to parents that on their death, someone would provide advocacy, guidance and support in their stead. Today the mission of PASAT reflects that history by offering parents “an opportunity to invest in peace of mind for the future”. PASAT currently has over 300 members throughout the country enrolled in our membership scheme that we meet with regularly as a proactive means to ensure they are living their best lives. PASAT also acts as a fundholder and provides trustee services for discretionary trusts as a financial safeguard for a number of our members.

Today, PASAT is funded to coordinate multi-agency responses and provide intensive safeguarding services for Disabled Adults through the DSS funded Disability Abuse Prevention and Response (DAPAR) Contract. PASAT provides Supported Decision Making and Independent Advocacy for disabled adults and Tāngata Whaikaha Māori who are at risk of abuse or neglect or are adults with a need to build capability and decision-making skills in their life. PASAT also works with survivors of abuse in state care to ensure they understand the process of working with Survivor Experience Services and have access to wellbeing support.

Job Title: Executive Assistant (EA)

Role Purpose: The Executive Assistant (EA) provides high-level executive and administrative support to the General Manager and contributes to the efficient operation of PASAT. This role is responsible for ensuring effective communication with stakeholders, coordinating administrative functions, and supporting the leadership team in achieving organisational objectives.

The EA will exercise professionalism, discretion, and sound judgement when handling confidential information and sensitive matters. They will demonstrate a strong commitment to customer service and a genuine understanding of the needs of the individuals, whānau, and communities engaging with PASAT’s services.

The Executive Assistant also acts as a key liaison between the General Manager, Board of Trustees, leadership team, and external stakeholders. The successful candidate will possess exceptional organisational, communication, and administrative skills, with the ability to manage competing priorities, maintain confidentiality, and work effectively in a dynamic environment.

Key Responsibilities:

Executive and Administrative Support

- Manage sensitive and confidential information with discretion and professionalism.
- Provide comprehensive administrative support to the General Manager and leadership team.

- Manage the General Manager's inbox, including prioritising correspondence, scheduling meetings, and responding to communications as appropriate.
- Prepare and format reports, agendas, presentations, meeting papers, correspondence, and other organisational documents using Microsoft Office applications.
- Assist with report writing, data collection, and information management using organisational databases.
- Develop, review, and improve administrative systems and processes to support operational efficiency.
- Undertake special projects and other duties as directed by the General Manager or leadership team.

Communication and Stakeholder Engagement

- Serve as a key point of contact for internal and external stakeholders, ensuring timely, professional, and responsive communication.
- Receive and manage incoming calls through the 0800 service, providing information, taking accurate messages, and directing enquiries to the appropriate staff members.
- Draft and prepare correspondence, internal communications, board papers, and documentation on behalf of the General Manager.
- Represent PASAT in a professional and positive manner through effective communication, sound judgement, and strong follow-through.

Board and Trust Administration

- Provide administrative support to the Board of Trustees, including preparation of meeting documentation and related correspondence.
- Support PASAT's discretionary trust activities by coordinating information required for funding applications and Board approvals.
- Prepare annual statements for discretionary trusts and assist with trust tax return administration.
- Maintain accurate and up-to-date records of all relevant communications and documentation within the PASAT database.

Financial and Operational Support

- Provide back-up support for financial administration functions, including Xero, Smartly Payroll, and invoicing processes.
- Assist with the preparation and administration of organisational reports and financial documentation as required.
- Coordinate travel arrangements, accommodation bookings, and related logistics for staff and leadership.

Team and Organisational Support

- Provide administrative support for referral triage meetings and other organisational meetings as required.
- Offer basic information technology support and troubleshooting assistance within the organisation.
- Work collaboratively across teams to ensure smooth day-to-day operations.
- Perform additional duties and responsibilities as reasonably required to support the General Manager, leadership team, and administration team.

Key Relationships

Reports to	• General Manager
Works with	• PASAT Team Leaders • PASAT Advocates and Safeguarding Coordinators • PASAT Team Administrators • Board of Trustees
Works alongside	• People engaging with PASAT Services • Whanau, Supporters, and networks of people we work with • Service Providers or other Stakeholders • Community groups or organisation



Person Specifications: Executive Assistant

1. Experience and Qualifications

- Proven experience in a senior administrative, executive support, or coordination role.
- Experience supporting senior leaders, executives, or governance bodies is desirable.
- Experience with financial administration systems, databases, and reporting tools is advantageous.

2. Qualities Sought

- Demonstrated commitment to respecting the dignity, rights, diversity, and inclusion of disabled people.
- Cultural awareness and respect for diverse cultures, beliefs, and backgrounds.
- Highly organised with the ability to manage competing priorities and work independently.
- Strong problem-solving skills, initiative, and sound judgement.
- Excellent verbal and written communication skills, including report writing and professional correspondence.
- Advanced computer literacy, including proficiency in Microsoft Office applications and the ability to quickly learn new systems and technologies.
- Strong attention to detail and commitment to producing accurate, high-quality work.
- Excellent time management skills and the ability to meet deadlines in a fast-paced environment.
- Ability to communicate with empathy, professionalism, and confidence across a range of audiences.
- Proven ability to build and maintain positive working relationships at all levels.
- Flexible, adaptable, and able to work collaboratively while also being self-directed.
- A proactive self-starter who can work effectively in a remote or hybrid environment.
- High levels of integrity, discretion, and professionalism.