

Job Description

Office Manager / Executive Assistant

The Office Manager and Executive Assistant manages the Auckland Head Office and provides responsive executive and delivery coordination support to the Chief Construction Officer and Construction leadership team.

Business Unit: Construction
Reports To: Chief Construction Officer

Department/Team: Construction

Direct Reports: No

Budget: No

Our Culture, Our Values, and Our Shared Promise

At Summerset, it's the passion and dedication of our people that bring our villages to life. Across all our roles, we work together as one team to create the best possible life for our residents. Our vibrant culture is grounded in our values and, shaped by what our people have told us they value most about working here.

Our values: One Team + Strive to be the best + Strong enough to care = ***Bringing the best of life.***
B.I.I.G promises you can expect to receive in return for your hard work and commitment to Summerset:

BELONG You will belong to a supportive team dedicated to creating vibrant villages & communities.	**IMPACT** You will make a meaningful difference in the lives of our residents, giving them a fulfilling & comfortable future.
INCLUSION You will be valued for your unique skills, talents & background.	**GROWTH** You will join a leader in a growing industry. As we grow, you can grow with us.

Leadership Capabilities

Whether you're leading yourself, leading a team, or leading the organisation, the Summerset Leadership Framework describes that behaviours that make us a high-performing and thriving organisation.

LEADING INCLUSION We lead with respect and kindness, support each other through challenges, and foster inclusive, trusting environments.	**LEADING GROWTH** We seek feedback to grow, own our career journeys, and embrace change as a catalyst for learning and improvement.
LEADING IMPACT We work with purpose, plan and collaborate to deliver, and continuously seek better ways to innovate and improve.	**LEADING FOR SAFETY** We strive to lead safe people, safe places and safe systems, to protect our people and contractors, our residents, and our visitors from harm.

Contributions and Key Responsibilities

These are the key activities you'll be responsible for in this role.

Administration

- Manage the office budget, finance administration and office expenditure within delegated authority, including purchase orders, invoice coding, supplier setup, credit card reconciliation and payments.
- Ensure office visitors receive a warm welcome; coordinate catering, office events, functions and training events, and the sorting, distribution and preparation of mail and courier deliveries.
- Arrange village visits for new team members and coordinate practical workplace support for onboarding and offboarding staff.
- Ensure appropriate processes are in place to support the team's performance review, performance planning, team-building and review activities.
- Manage and coordinate filing, document control and storage within the Summerset ICT network.

Travel

- Assist when required with travel and accommodation bookings for the wider Construction team including full itinerary management
- Approve and code all accommodation, travel, and other invoices as per the delegated authorities

Office Operations & Workplace Experience

- Manage the day-to-day operation of the Auckland Head Office, ensuring a professional, safe and well-organised workplace.
- Coordinate office facilities, maintenance, security, equipment and workplace services
- Manage relationships with office suppliers, contractors and service providers
- Ensure meeting rooms, collaboration spaces and communal areas are maintained to a professional standard
- Coordinate workplace health, safety and emergency requirements in line with Summerset policies and the Health and Safety at Work Act 2015.
- Identify and implement practical improvements that enhance workplace efficiency and employee experience.

Executive assistance to the Chief Construction Officer and respective leadership team (as required)

- Provide responsive, value-adding executive and administrative support to the Chief Construction Officer, including diary, priority and workload while supporting other leaders across the business as required.
- Coordinate the operations of the Construction leadership team across New Zealand and Australia, including fortnightly meetings and steering groups, guest speakers and reminders.
- Work with senior leaders to prepare agendas and ensure papers are compiled and circulated within agreed timeframes; record decisions, action owners and deadlines, maintain action registers, and follow up agreed actions through to completion or escalation.
- Prepare concise one-page briefings, Board, Committee, Executive, monthly, quarterly and project reports, presentations and internal communications from information provided by leaders, including drafting and sending updates to teams.
- Coordinate leadership meetings, forums, conferences, workshops, strategic planning sessions, site visits, leadership visits, stakeholder meetings and business events.
- Coordinate defined projects, ad-hoc projects and business initiatives on behalf of the Chief Construction Officer within delegated authority and with minimal supervision, including timelines, dependencies, stakeholder input and status reporting.
- Reprioritise effectively as business needs change, while maintaining accuracy, clear communication and consistent follow-through.
- Manage confidential and commercially sensitive information and sensitive business matters with discretion, professionalism and sound judgement.
- Act as a key point of liaison between leaders, team members and external stakeholders.

Leadership Event & Visitor Coordination

- Organise leadership forums, town halls, workshops and staff events
- Coordinate external meetings and visitor management processes
- Manage catering, venue bookings and event logistics
- Support visiting team members and stakeholders from Australia and other locations

Experience, Attributes and Qualifications

- Proven experience in a senior Executive Assistant, Office Manager or comparable dual-scope role supporting a senior executive or leadership team.
- Demonstrated project or governance coordination experience, including meeting papers, action registers, timelines, dependencies and follow-up.
- Proven ability to reprioritise quickly and remain effective when plans, deadlines or business needs change.
- Strong written communication, document formatting and proofreading skills, including the ability to create concise one-page briefings and polished presentations.
- Intermediate to advanced proficiency in Microsoft 365, particularly Outlook, Word, Excel and PowerPoint.
- Experience coordinating complex travel, leadership meetings, conferences or business events.
- Experience managing office facilities, suppliers, purchase orders, invoices and expenditure within delegated authority.
- Excellent organisation and attention to detail, with sound judgement about when to act independently and when to escalate.
- Strong relationship-building skills and confidence working with senior leaders, geographically dispersed teams and external stakeholders.
- Experience in construction, property, infrastructure or another fast-paced operational environment is desirable.

This job description provides an overview of the responsibilities and outcomes of the role. You may be required to perform job related tasks other than those specified.

