POSITION DESCRIPTION

Position Title
Administration Manager

Location/Post
New Zealand High Commission, Apia, Samoa

Reports To
High Commissioner
New Zealand High Commission, Apia

Date Created/Updated
September 2019

About the Ministry
The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealand safer and more prosperous. It does this by working to understand geopolitical changes across the world, advancing the Government’s international priorities, and providing advice to the Government on its implications. By building connections and influence in other countries we act to promote and protect New Zealand’s interests.

We seek to deliver value to New Zealand and New Zealanders, through:

- improved prosperity for New Zealand and our region
- the stability, security and resilience of our country, our people and our region
- leadership by amplifying New Zealand’s influence and standing in the world
- kaitiakitanga or stewardship, by delivering solutions to global challenges for the benefit of present and future generations.

Our values are:

Impact
- We achieve for New Zealand, everyday, everywhere

Kotahitanga
- We draw strength from our diversity

Courage
- We do the right thing

Manaakitanga
- We honour and respect others
Diversity and Inclusion

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

About the Post

The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, international development and consular services. This is done by building connections with the host Country that enables the New Zealand Government to achieve more than they could alone.

The post takes a distinctively New Zealand approach, reflecting New Zealand’s diversity and heritage.

About the Position

The Administration Manager contributes to the Post’s Operational Plan through the efficient management of post resources (human, financial, property, security, IT and other assets) and the provision of consular, administration, management and customer services.

This role facilitates the work of the High Commission in effectively and efficiently achieving its operational objectives and strategic goals. The position has responsibility for the overall smooth operations of the Post, including management of people, human resources, finance, security, health and safety, facilities and assets, consular, customer services, office systems and processes (including IT, reception, records and general office administration).

It requires cooperation with the High Commissioner, Deputy High Commissioner, other seconded staff, agency representatives and external contacts in the achievement of agreed and related activities and tasks.

The position is expected to operate with a strategic focus and a flexibility that permits innovation and rapid response as well as ensuring the health, safety and well-being of staff.

Key Accountabilities

The position has the following key accountabilities:

People Management

- Manage and develop the operational team and the work output to ensure all activities are achieved following the appropriate Ministry processes, guidelines and protocol and there is compliance of all internal control and audit requirements at all times
- Manage direct reports and ensure the achievement of tasks allocated to them or outlined in each of their job descriptions.
- Support, coach and mentor team members, fostering a culture of learning, collaboration and good team spirit, and acknowledging team contribution and achievements.
• Effectively allocate work through ensuring staff have clear definitions of role, responsibilities and accountabilities, and clearly understanding their performance goals.

Human Resources

• Provide HR assistance and advice to HOM and other line managers of staff employed at post on HR policies including but not limited to; organising recruitment processes, drafting selection criteria, identification and selection of appropriate candidates for review, preparation of interview information, participation in selection panels, preparation of appointment and on boarding material
• Carry out annual end of year performance reviews on all direct reports for discussion with HOM
• Ensure Post management are kept up to date with local staffing issues
• Keep up to date with local labour laws ensuring the Post acts within local legislation at all times
• Oversee the payroll process for seconded staff allotments and staff employed at post, ensuring accurate payroll and leave records are maintained
• Manage team work output to ensure all activities are achieved following the appropriate Ministry processes, guidelines and protocol and that there is compliance of all internal control and audit requirements at all times
• Build and maintain effective working relationships with the HR Business Partner and PDG Business Operation Manager, keeping them, and Post management, up to date with local staffing issues and any changes to legislation

Financial Management

• In accordance with the Ministry’s Instrument of Delegation, and in consultation with Post management, exercise decision making authority relating to the deployment of financial resources, including with regard to reallocation of budget
• Ensure compliance with approved financial processes and reporting requirements
• Manage budget forecasts, expenditure, variances and reporting processes
• Ensure payments at post are made following correct approval processes and appropriate authorisations
• Provide timely advise to HOM on post budget
• Develop and maintain a remote effective working relationship with the Group Business Accountant and Business Operations Manager PDG seeking guidance and advice as required

Security

• Support the Post Security Officer (PSO) by ensuring post security processes are followed by staff at all times
• Maintain and implement improvements as necessary to the physical security of Ministry assets, including information security and visitor management
• Manage relationships with security service provider
• Maintain IT security requirements, brief new staff on acceptable use, and keep post users informed of changes
• Undertake spot checks to ensure staff compliance with security in the workplace, maintain breach register
• Contribute to the management of security emergency responses in line with the High Commission’s Contingency Plan

Asset and Facilities Management

• Ensure effective management of the Ministry’s property and technical assets, ensuring all assets, supplies and facilities are maintained and replaced in line with post business needs while ensuring best use is made of existing available resources
• Oversee the procurement process for the purchase/renewal of all property and technical assets, identifying and recommending best options
• Ensure effective working relationships are built and maintained with property and facilities service providers to account manage the contractual delivery in an efficient and timely manner
• Ensure accurate contract documentation is developed and maintained, and approved invoicing and payment procedures are followed
• Develop and maintain effective remote working relationships with the Regional Asset Manager and Commercial Division (Procurement) seeking guidance and advice as required

Consular Management

• Provide advice and consular assistance to distressed New Zealander’s travelling or residing in Samoa and the countries to which the Post is accredited, as per Post’s Consular Instructions
• Oversee the direct report staff who support consular services, by ensuring they; enter case management notes promptly into Safecase, submit monthly ticksheets in a timely manner, maintain an up-to-date database of key local contacts and regularly update the Post’s after-hours duty guide, promote NZ Safetravel website and run routine reports, provide notarial services as per Consular Instructions.
• Keep Wellington Consular Division updated on consular cases, including for those after-hours urgent cases and/or those with potential media or political interest
• Maintain effective working relationships with consular partners, service providers and Consular Division to facilitate a collaborative and joined up approach to the overall management of consular cases.
• Undertake contingency planning for emergency responses and major events. Assist the High Commissioner in emergency response situations requiring the post’s input.
• Participate in the posts after hour’s consular duty roster

Customer Services

• Oversee the direct report staff who provide front-of-house customer care for; passport, citizenship, consular and notarial services.
• Ensure this service is delivered in a friendly, professional and efficient manner, information and advice provided is accurate and comprehensive, is delivered courteously and efficiently, and maintains the High Commission’s good reputation.
• Ensure a professional and efficient reception and telephonist service is provided for visitors and guests to the High Commission
• Identify key issues for customers and take appropriate action to resolve them
Office Administration

- Maintain consistent office practices in line with the Ministry’s head office functions, ensuring accuracy of processes and adequate records retained for audit purposes.
- Ensure compliance with the Ministry’s style guide, travel policy, procurement requirements, delegations, and timely delivery of internal reports.
- Ensure High Commission client contact is managed in a manner that ensures high quality customer service and enhances New Zealand’s reputation.
- Oversee the management of post records including electronic filing (GDM).
- Assist with IT troubleshooting and log calls to the Service Centre for issues that cannot be resolved.
- Provide assistance with the installation and movement of IT equipment.
- Oversight of administrative processes for seconded staff transfers to and from Post, ensuring systems are working well and staff housing is adequately prepared for the arrival of staff and their families.

Relationship Management

- Develop and maintain key relationships both internally and externally in order to advance the division’s objectives.

Organisational Responsibilities

- Demonstrate the organisation’s values, goals, policies and procedures in all aspects of work.
- Develop an understanding of the Ministry’s strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Contribute to Ministry-wide projects and emergency response situations.
- All other duties as reasonably requested by the employer.

Knowledge Management

- Contribute to the continuous development of the Ministry’s knowledge base by using the Ministry’s internal systems, sharing information and data with relevant internal stakeholders.
- Contribute to the procedure documentation (desk file) for all processes and procedures pertaining to this role to ensure consistency and ease of handover.

Health and Safety

The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

You are responsible for:

- maintaining and update Health and Safety policies and procedures.
- ensuring health and safety resources and processes are in place and are being appropriately used.
- engagement with staff and contractors to enable proactive participation in matters related to health and safety.
- taking reasonable care of your own and other’s health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
• complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015
• cooperating with health and safety policies and procedures
• identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
• identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
• raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
• ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk
• ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager

Qualifications, Experience, Knowledge & Skills

Qualifications and Experience

• Relevant business or formal qualification and/or significant previous successful experience and knowledge of running the administration of an office, including reviewing and developing office processes and systems to ensure effective, efficient and streamlined processes are in place
• Experience in delivering through others, directly managing, leading and motivating staff, including mentoring and developing staff potential
• Experience in providing HR advice and administration support, including recruitment process and dealing with staffing issues as they arise
• Experience of financial management and analysis
• Experience in the management of consular services
• Experience in managing external providers and building and maintaining relationships to achieve successful outputs
• Experience in managing sensitive material with a high degree of tact and integrity
• Experience working with a wide range of people across cultural and social background

Knowledge and Skills

• Excellent written and oral English communication skills
• Strong personal resilience and an ability to work in a challenging environment
• Strong interpersonal skills
• Ability to work effectively and collegially within a team
• Ability to facilitate and coordinate complex tasks
• Strong customer focus, with the ability to communicate effectively with a wide range of people
• Sound judgement and decision making skills
• Displays personal integrity and an honest and ethical approach
• Ability to work with people from other cultures
• Ability to lead a team autonomously within guidelines, identify problems and solutions, and demonstrate the use of sound judgement in these
• Possess a strong achievement/delivery focus – set high standards including accuracy and attention to detail
• Ability to anticipate issues and problems and think of creative solutions
• Highly competent in the Microsoft Office suite of products
• Ability to plan and organise own workload and prioritise effectively
• Delivers to deadlines
• Hold a current, clean driver’s licence and be able to drive post vehicles (as required, safely in local conditions
Delegations

As set out in the Ministry’s Instrument of Delegation 2019 this role holds LOA5.

Number of Staff: 8

Relationships

The position is required to build and maintain the following relationships:

Internal (within Post and MFAT)

- Head of Mission
- Seconded staff
- Staff employed at post including contractors
- Business Operations Manager (PDG), Wellington
- Account Managers (e.g. FIN, SEC, HRG, H&S)
- Regional Asset and Facilities Managers, AMD
- Security Division

External

- Other New Zealand government departments and agencies working in, or with Samoa
- Administration, Security and Consular Managers in other key diplomatic missions
- Local government departments and agencies
- Local security companies and consultants
- Local service and maintenance providers
- Other organisations and individuals as appropriate

Additional Comments/Mandatory Role Requirements

- You must be able to obtain and maintain an appropriate Ministry security clearance
- The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description and such other duties reasonably within their experience and capabilities as may be required from time to time
- The position requires the job holder to carry out on-call duties and as such may be required to work outside core office hours