

**New Zealand Embassy, Bogotá**  
**Position Description: Consular and Public Affairs Adviser**

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<b>Position Title</b>	<b>Consular and Public Affairs Adviser</b>
<b>Post</b>	Bogota
<b>Category</b>	Locally Engaged Staff
<b>Reports to</b>	Administration Manager (Consular) and Deputy Head of Mission (Public Affairs)
<b>Last Review Date</b>	December 2018

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**About the Embassy**

The Embassy represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This is done by building connections with the host country, Colombia, and other accredited countries. When these are assigned, this will include two other countries from July 2019.

The Embassy takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our values are impact, *kotahitanga* (strength in our diversity), courage, and *manaakitanga* (honouring and respecting others).

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**About the Position**

This position has two areas of responsibility. As Public Affairs Adviser, the person is responsible for contributing to the development and delivery of the Embassy's communications and public diplomacy plans, and events including social media.

As Consular Adviser the person is responsible for providing consular advice and assistance to New Zealanders in distress in Colombia and countries to which the post may be accredited in future. This includes providing guidance and support for emergency response, including activating crisis contingency plans.

It is expected that the Public Affairs side of the role will take around 80% of the successful applicant's time, with the Consular side of the role filling the remaining 20%.

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**Relationships**

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

Internal (within Embassy and New Zealand Government)

- All Embassy staff

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- NZ Inc agency staff operating in Colombia
  - Key staff in the Ministry of Foreign Affairs and Trade especially the Americas, Consular and Communications Divisions

#### External (outside Embassy)

- Key media outlets – in both traditional and social media
- Public affairs/communications staff in other key diplomatic missions
- Colombian Foreign Ministry and other relevant government agencies
- Consular staff in other key diplomatic missions
- Local police, government authorities including prisons, medical providers, lawyers etc.
- External enquirers seeking information on New Zealand

### **Key accountabilities**

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The position has the following key accountabilities:

#### **Public Affairs**

- With Embassy managers, develop and implement the Embassy public diplomacy programme and strategic communications plan to support agreed post strategy and objectives.
- Manage an approved budget for events, activities and products, reporting on expenditures and outcomes.
- Draft items in Spanish and/or English for a range of events and channels including speeches, traditional media and social media content.
- Manage general enquiries and information requests about New Zealand from members of the public and other constituent groups.
- Manage the Embassy website and social media accounts.
- Develop and leverage a media network to convey background material and information on New Zealand.
- Identify, organise and manage cultural or promotional events.
- Provide accurate translations of Colombian media products e.g. articles and interviews with New Zealand visitors
- Assist with organising official visitor programmes including by New Zealand Government Ministers and other stakeholders.

#### **Consular**

- Provide advice to NZ citizens in Colombia and other accredited countries, including where they have a lost or stolen passport, where they need medical assistance, where they need assistance to obtain emergency funds from family or friends, where they have been arrested/detained, where an English speaking lawyer is

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needed, and in crisis situations (such as civil unrest or natural disasters).

- Work with national and international hospitals and prisons to ensure NZ citizens hospitalised or imprisoned have access to appropriate advice and services.
- Support delivery of Emergency Travel Document (ETD) services.
- Ensure the Ministry's consular record-keeping system is up to date by regularly entering details of consular cases.
- Maintain a database of lawyers and local notaries who can provide legal and notarial services for NZ citizens.
- Preparation and signing of various statutory documents under the appropriate delegation.
- Assist the Embassy management staff in emergency response situations requiring consular input.
- Assist Embassy management with contingency planning products and exercises.
- Promote the Ministry's safetravel website, including the registration of New Zealanders travelling overseas.
- Manage the Embassy's safetravel registration database to ensure registrant details are current and use this network to communicate with NZ citizens in emergency situations or potential emergency situations.
- Participate, on a rostered basis, in the Embassy's after hours on-call consular arrangements.

### **Security**

Be familiar with the Embassy's security requirements and adhere to these at all times.

### **Qualifications, skills and experience**

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You must have the following qualifications, skills and experience:

- A relevant formal qualification and / or previous work experience in a relevant industry which has a strong customer focus.
  - Experience in managing sensitive material with a high degree of tact and integrity.
  - Ability to build relationships with people in difficult situations in unfamiliar environments and across cultural and social boundaries.
  - A sound knowledge of Colombia, its policy settings and environment; a sound knowledge of New Zealand, its policy settings and environment is also desirable but not essential.
  - Excellent representational and presentation skills, with
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the ability to project an appropriate professional image.

- Fluency in Spanish and English, with excellent written and oral communication skills.
- Accurate translation skills from Spanish to English and from English to Spanish.
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure to meet deadlines.
- Strong customer focus.
- Attention to detail and thoroughness in following through tasks.
- Demonstrated ability to build and maintain effective relationships and working within a team.
- Highly competent in Microsoft Office suite.
- Able to work autonomously and within guidelines, demonstrating the use of sound judgement.
- Able to provide advice, guidance and support to others in a non-judgemental manner and with empathy.
- Demonstrated commitment to continuous improvement, including adaptability and openness to change.
- Able to work effectively in reactive crisis situations.
- Personal integrity and an honest and ethical approach.

**Additional  
Comments**

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- Able to obtain and hold an appropriate 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.
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