

## Position Description

### Position Title

Consular Adviser

### Division

Consular (Emergency Response and Travel Advisories Unit)

### Group

Multilateral and Legal Affairs Group (MLG)

### Location

Wellington

### Reports to

Unit Manager, Consular Division

### Last Review Date

May 2019

### About the Ministry

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealanders safer and more prosperous. We do this by building connections with and influencing other countries to advance New Zealand's interests and project New Zealand values. We provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to New Zealanders' wellbeing in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Our values are:

#### Impact

- We achieve for New Zealand, every day, 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. The Ministry supports a range of flexible work options as the default setting for all positions.

### **About the Division**

Consular Division is responsible for protecting the rights of New Zealanders overseas through the delivery of consular services. The division comprises two teams; the Emergency Response and Travel Advisories team is responsible for the Ministry's consular emergency response capability, contingency planning, and travel advice and the Consular Case Management team is responsible for the development and delivery of consular services to New Zealanders overseas, including the provision of legal and notarial services.

### **About the Position**

Consular Advisers are responsible for:

- the delivery of consular guidance, advice and support to overseas posts and the New Zealand public in respect of consular emergencies and individual consular cases
- responding to consular emergencies, which includes providing guidance and support on the preparation and activation of the consular aspects of post contingency plans.

Consular Advisers work primarily in either of the Emergency Response or Case Management teams. They will be required to work flexibly and could be temporarily deployed to work in either team in order to meet changing workload demands, particularly during emergency response situations.

### **Relationships**

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

Internal (within MFAT)

- Manager and staff in divisions and at posts.

External (outside MFAT)

- Ministerial Offices
- Other government departments and agencies, including Department of Internal Affairs (DIA), Interpol Wellington, Ministry of Social Development (MSD), Oranga Tamariki, Ministry for Vulnerable Children, Ministry of Health, NZ Defence Force, NZ Police, Department of Prime Minister and Cabinet
- New Zealand organisations, including Air New Zealand, insurance and travel companies
- Counterparts in other foreign ministries

### **Key Accountabilities**

Detailed below are the key accountabilities for Consular Advisers working in both the Emergency Response and Case Management teams. Although individuals will be required to undertake all of these functions, they will be allocated to principally work in one of the two teams. This position is primarily in the emergency response team. The key accountabilities of this role assist in delivering the Ministry's vision and mission.

Emergency Response and Contingency Planning

- Provide advice, support and consular services to New Zealanders overseas and their families following major incidents and emergencies, including through the consular call centre within the Emergency Coordination Centre (ECC).

- Provide expert guidance, support and direction to seconded and locally engaged staff at offshore posts in the specified countries assigned to this role on consular emergency response and contingency planning.
- Contribute to the division's response to consular emergencies, including through the drafting of situational reports, media lines, website information and call scripts.
- Contribute and support the development and maintenance of inter-agency liaison for consular emergency responses and crisis plans.
- Contribute to the development of contingency and emergency response planning where there is significant New Zealand involvement in major events overseas.
- Contribute to the development and implementation of consular emergency response policies and standard operating procedures.
- Contribute to the identification of lessons learned and develop a corrective action plan for implementation following an emergency response.
- Assist with the maintenance of the Emergency Coordination Centre (ECC) ensuring that it is fully operational at all times, including through regular review of standard operating procedures.
- Contribute to the management and upkeep of consular emergency response equipment, including purchasing and inventory management.
- Contribute to the development of, and participate in, consular emergency response training, briefings and exercises.
- Prepare responses to media queries, and responses to Official Information Act (OIA) and Privacy Act requests, as required.
- Contribute to updates to the consular applications suite.

#### Consular Case Management

- Provide advice and support to New Zealanders overseas and their families for cases occurring in the specified countries of responsibility for this role.
- Provide expert guidance, support and direction to seconded and locally engaged staff at offshore posts within the countries of responsibility.
- Keep the Minister's and Prime Minister's offices informed about consular cases with political and/or media interest by drafting case summaries.
- Prepare responses to media queries, and responses to Official Information Act (OIA) and Privacy Act requests, as required.
- Work with other New Zealand government agencies in order to support the resolution of issues and consular cases and to facilitate a collaborative and joined up approach to the overall management of consular issues.
- Contribute to the development and implementation of consular policies and procedures.
- Contribute to updates to the consular applications suite.
- Contribute to the development of, and participate in, consular case management training and briefings.

#### After-hours Consular Duty

- Participate in the division's after-hours consular duty roster to provide advice and assistance on consular case management and emergency response to New Zealanders overseas, their families and to overseas posts.

#### Leadership

- Contribute to the division's delivery of its planned and agreed operational plan in order that outcomes and objectives are achieved.
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work.

#### Relationship Management

- Develop and maintain relationships with key internal and external stakeholders in order to advance the division's objectives.

#### Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies and external stakeholders.
- Contribute to the preparation and reporting requirements of the Ministry's accountability documents.
- Understand tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Using the Ministry's Capability and Leadership Frameworks, identify and participate in opportunities for learning and development, including through regular coaching.
- Contribute to Ministry-wide projects and emergency response situations.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures
- All other duties as requested by the employer.

#### Understanding of Government and the Public Service

- Understand the Machinery of Government, including the Ministry's relationship with Ministers and other government agencies.

#### 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.

#### **Qualifications, Skills, Knowledge and Experience**

You must have the following qualifications, skills and experience:

- Tertiary level qualification or equivalent relevant experience
- Consular, emergency management and/or case management experience, or sound knowledge and expertise in the delivery of client based services
- Good knowledge of policy and practice in emergency management and/or case management
- Sound judgement and decision making skills
- Strong written and verbal skills
- Ability to work effectively in crisis situations
- Strong planning and organising skills
- Strong skills as a team player
- Ability to build, maintain and leverage relationships with internal and external contacts
- Sound understanding of tikanga and Treaty of Waitangi principles
- Competency in Microsoft Office suite of products
- Sound qualitative and quantitative analytical skills
- A good understanding of the machinery of government and the government decision making process

The following qualifications, skills and experience are desirable:

- Overseas posting experience  
Experience in emergency management situations both on and offshore is desirable, along with an understanding of the Coordinated Incident Management System (CIMS)

- Experience in case management, and knowledge of current policy, practice in and delivery of consular case management
- An understanding of the machinery of government and the government decision making process

**Additional Comments**

You must also:

- Be a New Zealand citizen
- Be able to obtain and maintain an appropriate New Zealand Government security clearance
- Be able to participate in the division's after-hours duty roster
- Be able to participate in consular emergency responses