Unit Manager, Ministerial Services
Executive Services Division

The Deputy Chief Executive (Policy) Group includes the Audit and Risk, Communications, Executive Services, Strategy and Performance and International Security and Disarmament Divisions. Executive Services Division (ESD) is responsible for managing the Ministry's responses to information requests from Ministers, requests through the Official Information Act, and from Parliament, requests from the media, and from the public. ESD also includes the Information Services team, comprising research librarians who service the whole Ministry to enable timely and efficient information sharing, through publications, media summaries and research (including specialist bulletins).

The Unit Manager Ministerial Services is responsible for leading and managing a four-person team of skilled generalists to deliver responses to Official Information Act requests (made of the Ministry and our Ministers), support Select Committee processes, oversee quality control of Ministerial correspondence responses and report on performance and improvement of our services to the Ministry and to external stakeholders.

You will have an opportunity to use your expertise in the following areas:

- Coaching and developing a busy team to achieve a consistently high standard of work under pressure
- Supporting the machinery of government and working with Ministers’ offices, political staff, central agencies and the Office of the Ombudsman
- Maintaining and improving business processes and systems to ensure consistently high quality and timely service delivery, internally and externally
- Building capability in a diverse range of teams and managers across the Ministry to support effective delivery of key, ESD-managed outputs.
Position Description

Position Title
Unit Manager

Division
Executive Services (ESD)

Group
Deputy Chief Executive

Location
Wellington

Reports to
Divisional Manager, Executive Services

Last Review Date
August 2018

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, 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 Group
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About the Division
Executive Services Division (ESD) has responsibility for managing the Ministry's responses to information requests from Ministers, requests through the Official Information Act, and from Parliament, requests from the media, and from the public.

ESD also includes the Information Services team, comprising research librarians who service the whole Ministry to enable timely and efficient information sharing, through publications, media summaries and research (including specialist bulletins).

ESD enables people in the frontline to make more of a difference and have more impact – we work alongside divisions to help them communicate with New Zealand.

About the Position
The Ministry supports a range of flexible work options as the default setting for all positions.

The Unit Manager Ministerial Services is responsible for leading and managing the four-person team to undertake their responsibilities relating to Official Information Act requests (to the Ministry and to Ministers), support Select Committee processes, oversee the quality control of Ministerial correspondence responses and reporting on the performance of our services to the Ministry and to external stakeholders.

Key Accountabilities
The following key accountabilities of this role assist in delivering the Ministry’s vision and mission.

Role specific
• Enabling and managing a team of skilled generalists to meet key quality, timeliness and relationship accountabilities in relation to ministerial servicing and statutory requirements
• Continually building the team’s and the Ministry’s capability and willingness to engage with the processes for which ESD is accountable internally and externally

People Leadership
• Recruit, retain and develop high performing staff to ensure the Ministry has the necessary expertise required by their team
• Manage staff so they are empowered to make decisions, while consulting on issues that need wider consideration
• Ensure effective flow of information occurs both vertically and horizontally, within the division and group, including post/s, and across the Ministry
• Build strong team spirit and level of engagement, acknowledging team contribution and achievement as appropriate
• Ensure the performance management framework is implemented for self and team members, actively managing both strong and poor performance
• Formally coach and mentor team members by fostering high standards in the quality of outputs and ensuring a culture of learning, sharing experiences and constructively challenging thinking
• Using the Learning and Career Development Framework, policies and programmes, identify and encourage team members to develop specialised skills, knowledge and experience in priority areas as required to deliver the Ministry’s Strategic Framework
• Provide opportunities and support staff to lead delegations offshore and to represent the Ministry onshore

Business Management
• Lead the unit’s delivery of its planned and agreed activity to realise its strategic priorities and high level outcomes
• Manage the unit’s programme of work to ensure that resources are appropriately distributed and managed within budget
• Lead the preparation and implementation of the unit’s strategic and business planning processes

Education – building Ministry capability
• With the Divisional Manager, develop and support the delivery of ongoing training, coaching and advice on ESD policies and procedures for staff and managers across the Ministry

Systems and processes, analysis and reporting
• Lead the development and implementation of changes to improve and streamline ESD’s ministerial services-related, parliamentary accountability and select committee systems and business processes
• Manage the currency and provision of performance information, analysis, and reporting on key deliverables
• Work with the Divisional Manager to ensure that relevant internal and external planning and performance information needs of the organisation are met in relation to Executive Services accountabilities

Relationship Management
• Develop and influence a clear map of relationships with decision-makers, policy-makers and thinkers that advance the division’s objectives
• Develop and maintain relationships with key internal and external stakeholders in order to advance the division’s objectives
• Ensure that the unit’s network is regularly reviewed and refreshed in light of developments in strategic priorities

Organisational Responsibilities
• Demonstrate and lead alignment with the organisation’s values, goals, policies and procedures
• Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies and external stakeholders
• Actively input into and support the Ministry’s strategic priorities and high-level outcomes framework
• Contribute to the preparation and reporting requirements of the Ministry’s accountability documents
• Foster strong working relationships across the Ministry
• Contribute to Ministry-wide projects and emergency response situations
• Apply tikanga and Treaty of Waitangi principles, ensuring staff also have a good understanding and are able to apply the Ministry Māori dimension in a way that is relevant to the context of our business and underpinned by Ministry values
• All other duties as 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, including contributing to/presenting at internal learning and development opportunities

Health and Safety
The Ministry is committed to providing a safe, healthy and secure working environment for all staff, contractors and other workers, both on and offshore. As a manager you are required to demonstrate leadership of all health and safety matters for your area of responsibility. This means ensuring that the Ministry complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and mitigated, so far as is reasonably practicable.

You are responsible for:
• ensuring that health and safety resources and processes are in place and are being appropriately used
• engaging with staff, and contractors to enable proactive participation in matters related to health and safety
• ensuring that health and safety hazards are identified (in consultation with staff), that controls are in place, that associated risks are being assessed and regularly reviewed, and an action plan determined to eliminate or mitigate the risks so far as reasonably practicable
• implementing the agreed actions to eliminate or mitigate the assessed risks and monitoring and reviewing progress
• ensuring that the group or event hazard and risk register documents are regularly updated and controls are regularly reviewed
• ensuring that all health and safety incidents, illnesses, injuries, near misses are immediately reported through the HR Kiosk and followed-up
• ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

Qualifications, Skills, Knowledge and Experience
You must have the following qualifications, skills and experience:
• Relevant education at tertiary level
• Understanding at a strategic level of the key opportunities and risks for government agencies in the timely and high quality release of information
• Previous experience in a ministerial / executive servicing environment and related reporting, and in-depth understanding of the ministerial servicing requirements and the Official Information Act 1982.
• Demonstrated leadership and management acumen. This includes:
  - Ability to bring out the best performance in others, including setting expectations, providing feedback, encouraging high performance, and addressing underperformance
  - Ability to coach and develop people, to ensure that staff have the right skills to do their jobs well and progress in their careers
  - Shows the drive and resilience to lead proactively and deliver sustainable high performance
  - Demonstrates the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- Ability to lead, implement and champion organisational change
  • Ability to think strategically and contribute to group decision making
  • Ability to prioritise and facilitate complex tasks in a multi-disciplinary environment.
  • Ability to build, maintain and leverage relationships with key internal and external contacts
  • Excellent written and verbal skills
  • Ability to work effectively with a diverse group of people from a range of cultures and backgrounds
  • Strong project management skills, planning and organising skills, and the ability to manage a work programme
  • Strong understanding of tikanga and Treaty of Waitangi principles
  • A strong understanding of the Machinery of Government and the Government decision making process
  • Financial and business planning skills and knowledge desirable
  • Strong qualitative and quantitative analytical skills
  • Ability to work effectively with colleagues across the group and wider
  • A high level of judgement and decision making skills

**Delegations**
The position is responsible for the management of a team of four staff. The position’s full delegations are set out in the Schedule of Delegations. These include:

**Human Resources**
- Recruitment of all divisional staff in adherence with Ministry policy

**Financial**
- As delegated by Divisional Manager

**Relationships**
The position is required to build and maintain the following relationships:
**Internal (within MFAT)**
- Divisional Manager
- Direct reports
- Office of the Chief Executive
- Other Divisions’ managers and their staff
- Network of New Zealand posts in 51 locations around the world
- Other MFAT staff both onshore and offshore

**External (outside MFAT)**
- Ministers’ staff – both Ministry secondees and political appointees
- Other government departments and agencies – in particular those in similar roles
- Central agencies – in particular SSC and DPMC
- Office of the Ombudsman
- Select Committee offices / Clerks

**Additional Comments**
You must also:
- Hold New Zealand citizenship
- Be able to obtain and maintain an appropriate New Zealand Government security clearance