

PACIFIC AND DEVELOPMENT GROUP

About the Group

Pacific and Development Group (PDG) leads an integrated approach to New Zealand's diplomatic and development engagement with Pacific countries. The Group supports New Zealand's extensive interests and close ties in the region, and is responsible for the delivery of the New Zealand Aid Programme in the Pacific and globally.

About the Divisions

PHM – Partnerships, Humanitarian, Multilateral

Partnerships, Humanitarian and Multilateral Division (PHM) consists of three units and leads on New Zealand's international development and humanitarian partnerships, policy engagement and outreach with multilateral organisations (including the United Nations, International Finance Institutions and the Commonwealth), New Zealand Crown Research Institutes, Tertiary Institutes and NGOs. We manage the contestable Partnerships for International Development Fund which supports initiatives of New Zealand private sector organisations, NGOs and Crown Research and Tertiary Institutes with partners in developing countries. We also coordinate all of government New Zealand responses to offshore humanitarian emergencies and ensure that MFAT has the capacity to mobilise fast, effective and practical responses, especially in the Pacific and South East Asia.

GDS – Global Development and Scholarships

Global Development and Scholarships Division (GDS) consists of three units and delivers bilateral and regional programmes in selected regions outside the Pacific. We are responsible for strategy for development programmes, policy advice on New Zealand's development assistance and activity and relationship management in ASEAN and Timor Leste, Africa and Latin America and the Caribbean. We have responsibility for strategy, policy and activity management around Conflict and Development issues. We also manage the scholarships programme (including in the Pacific), providing policy advice on scholarships. We are responsible for developing and implementing a collaborative approach (involving providers, Education New Zealand, and alumni) to promote development scholarship opportunities in country, in the region and in New Zealand.

DSE – Development, Sustainability, Effectiveness

Development Strategy and Effectiveness Division (DSE) supports effective and efficient delivery of the New Zealand Aid Programme and enables the Ministry to account for development results achieved through investment of the aid budget. It consists of five units and is responsible for strategic direction; an evidence-informed performance system that integrates results-based aid management, evaluation and research; supporting high quality aid management through policies, processes and training; and procurement and contracting of suppliers and other delivery partners. DSE also leads New Zealand's engagement on international development policy issues and reflects international commitments in New Zealand's aid policy and practice.

SED – Sustainable Economic Development

Sustainable Economic Development Division (SED) is one of MFAT's largest divisions and is responsible for a wide range of thematic and sectoral development investments and policies. It consists of six business units; Economic Governance and Trade; Human Development; Infrastructure, Transport and ICT; Energy; Agriculture and Environment and Fisheries.

DBI – Business Improvement

Business Improvement Division (DBI) ensures a planned and integrated approach to business improvement activity in alignment with the strategic plan. The core focus of DBI is to lead the implementation of Capability Review work streams and to identify and prioritise opportunities for business improvement across PDG and translate those opportunities into projects.

The Division has overall responsibility for the implementation and embedding of the new enquires system and for the PAM project.

PAC – PDG

The PDG is an acknowledgement of the significance of New Zealand's interests in the Pacific, and strengthens the Ministry's position as a centre of excellence on Pacific matters. This includes international and domestic interests, common economic, trade, social, environment and security interests, and political and constitutional links. Our focus is on improving economic growth, security, political stability, governance, law and order, and sustainable development outcomes for Pacific Island countries.

The PDG, together with PDG, is responsible for the management and delivery of New Zealand foreign policy and the NZ Aid Programme in the Pacific. New Zealand invests money, knowledge, and skills to deliver sustainable development, reduce poverty and in response to crises in the Pacific.



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

POSITION DESCRIPTION

Position Title

Team Administrator/Development Support Officer

Reports To

Senior Group Administrator

Group

Pacific and Development Group (PDG)

Date Created/Updated

November 2017

About the Ministry

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealanders safer and more prosperous.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

Kaitiakitanga

- delivers solutions to global challenges, for the benefit of present and future generations;

Leadership

- amplifies New Zealand's influence and standing in the world;

Prosperity

- delivers improved prosperity for New Zealand and our region;

Stability

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Group

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About the Position

The purpose of the Team Administrator/Development Support Officer is to provide a variety of general and specialised administrative support services to the relevant division, the Pacific and Development Group and the Ministry as whole. Administrators across the group will form a single team to be managed a Senior Group Administrator.

The TA/DSO will be allocated to work primarily for specific teams/divisions in but day to day tasks may change depending on workloads and requirements of both the Group and Ministry.

Key Accountabilities

The following are general TA/DSO key accountabilities, not all of which apply to all TA/DSO positions. The weighting on various tasks will vary according to the nature of the team being supported.

Administrative and Team Support

Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment that supports the PDG's work programme. Administration support includes but is not limited to:

- Support and assist Divisional Managers to meet all of their organisational/group responsibilities that relate to administration including but not limited to:
 - diary management for Divisional Managers
 - provision of hospitality to visitors
 - undertaking basic research
 - preparation and response to routine correspondence
 - distributing divisional mail
- If required, arrange and manage all aspects of the Divisional and Unit Managers' domestic and international travel, in accordance with existing policies and financial approvals.
- Provide timely and accurate advice to division staff on the Ministry travel policy
- Maintain, track, monitor and update travel plans for the division; with monthly reports on travel expenditure provided to Budget Managers
- Assist as required with group member's travel arrangements
- Coordinate the collation and dissemination of management reports
- Coordinate small projects from time to time as required
- Drive process improvement as it relates to administrative process
- Provide support (including minute taking) to meetings and other decision-making processes and ensure the allocation of action points
- Support (contribute and be active in) team workforce planning across the Division to ensure appropriate allocation of resources across programme and activity management.

Contract and Activity Management Administration

- Support procurement processes including drafting/proofreading tender documents, minor contracts and variations, and procurement plans when required.
- Load contracts and contract variations into systems, ensuring all information is attached and the Koru/Enquire instruction is processed.
- Complete the peer review checklists and support workflows as requested.
- Support for procurement, appraisal, evaluation and steering group meetings.
- Ensure all Health and Safety forms are completed by contractors, and safe work statements/safety management plans are returned.
- Follow up new high/extreme risks have been added to the weekly OMC report.
- Provide assistance with financial management including payments and checking invoices.
- Check, process and track all activity payments and invoices.
- Process Crown payments.
- Support the budget appraisal process.
- Prepare Activity and Contract management reports.
- Track timely completion of AMA/ACAs and raise any risks/issues with AMA/ACA completion with the Unit Manager.
- Assist with compilation of Annual Plan and Report.

Information Management

- Interpret and maintain programme databases and information tools e.g. contract management spreadsheets, contact lists for the Division or Branch.
- Undertake management of mail outs and distribution of material.
- Coordinate Division website and intranet updates.
- Respond to general enquiries and routine correspondence.
- Ensure that internal/inward reports and outward correspondence meet PDG wide standards.

Quality Assurance/Ministerial Servicing

- Assist with Ministerial and inter-departmental support as required.
- Proofing and formatting of briefs, submissions, talking points, speeches and media releases.
- Assist with tracking of OIA requests, ministerial correspondence and parliamentary questions.

Event Management

- Arrange and organise functions, meetings, workshops and training events.
- Organise and participate in division planning meetings and processes as required, including annual operational planning workshops.
- Provide secretariat support, including preparation of minutes, for selection committee or panel meetings.
- Prepare, compile and format presentations as required.

Ministry Funds

- Provide administrative support for applications for specialised funds expenditure as required.

Recruitment and Induction Administration

- Coordinate the recruitment and induction processes for both staff and contractors within the group / division

Transfers Administration

- Coordinate the transfer of staff transferring to Divisional posts offshore
- Schedule required pre posting meetings with internal and external contacts

Financial Administration

- Ensure appropriate approvals for purchasing and travel are being sought in accordance with existing policies and financial approvals
- Order goods using approved procurement channels and providers as approved by managers
- Process departmental invoices.
- Check and deliver receipted goods as needed, and reconcile with invoices
- Provide timely and accurate advice to division staff on Ministry financial policy and procedures.
- Support individuals to complete credit card expense reports.

Organisational Responsibilities

- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work.
- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework
- 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
- Contribute to Ministry-wide projects and emergency response situations
- Develop and maintain effective networks across the Ministry.
- Provide backup to other Administrators within the Branch and across the group.
- All other duties as required by the employer

Knowledge Management

- Contribute to PDG cross-functional teams tasked with the development of or improvements to PDG systems, strategies, or policies.
- 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, Experience, Knowledge & Skills

Qualifications

- Minimum of three years' experience in an administrative role or relevant tertiary qualification.

Experience

- Proven experience in developing and implementing and maintaining systems including budget administration.
- Public sector experience would be an advantage.
- Expert in Microsoft Office suite, including Outlook, Word and Excel

Knowledge

- Ability to work with a range of management support systems and analyse information from these systems.
- Ability to produce reports and documents efficiently.
- Proven experience in developing, implementing and maintaining systems including budget administration.
- Ability to collate and prepare information in a clear and meaningful manner.
- An understanding of tikanga and Treaty of Waitangi principles

Skills

- Sound written and oral communication skills
- Strong customer focus
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Ability to anticipate issues and problems and think of creative solutions
- A good understanding of financial management and good numeracy skills

- An ability to build and maintain effective relationships with a range of people
- Excellent time management skills
- Ability to anticipate issues and problems and think of creative solutions
- Sound judgement and decision making skills
- An ability to work effectively with colleagues across the group and wider Ministry in a support role.
- Strong focus on quality and attention to detail
- Commitment to continuous improvement
- Demonstrates the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- Demonstrates integrity, discretion and an ethical approach

Relationships

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

Internal

- Divisional and/or Unit Manager
- Group and division staff
- Other MFAT staff, both onshore and offshore

External

- Other government departments and agencies
- Members of the Diplomatic Corps and their staff
- Travel providers
- Service Providers
- Other organisations and individuals as appropriate

Mandatory Role Requirements

- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.