



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

Position Title

Team Administrator - Frontline

Reports To

Administration Manager

Group

Multilateral and Legal Affairs Group

Date Created/Updated

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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.

About the Post

The New Zealand Permanent Mission in New York represents the New Zealand Government to the highest standards of professional excellence in multilateral diplomacy and international development at the United Nations (UN). This is done through building and enhancing relationships with UN Member states and agencies of the United Nations to enable the government to fulfil its multilateral priorities and international obligations.

The Mission takes a distinctively New Zealand approach that reflects our country's culture diversity and heritage. Impact, Kotahitanga, Courage and Manaakitanga are core values to which the Mission aspires.

About the Position

The Team Administrator is responsible for providing reception duties and general administrative support to help ensure the efficient and smooth running of the office. A core responsibility of this role is to manage Events and Visits. Also responsible for providing first level IT support for all staff at the Mission.

Key Accountabilities

The following key accountabilities of this role assist in delivering the Ministry's purpose.

Front Desk

- Operate the telephone switchboard, control visitor access via main entrance and freight elevator, screen visitors and callers, take messages, accept deliveries, respond to general information enquiries
- Meeting and greeting visitors at the Mission in the spirit of New Zealand hospitality
- Input visitor names into the Passage Point security register
- Provide building access to staff and visitors

Administration

- Plan and manage events for the Mission and Policy staff (e.g. Waitangi Day)
- Assist with visiting delegations including Policy Level visitors through to Ministerial visits
- Provide Administration Support to Policy Staff, including but not limited to:
 - Drafting of correspondence
 - Assistance with meetings
 - Research
 - Destruction of classified documents
 - Assist with settlement of new staff
- Maintain the Mission Forward Planner and Outreach Spreadsheet
- As the NYK Mailbox Administrator ensure that the Post and Webmail mailboxes are checked and cleared regularly
- Project Manage the annual distribution of the United Nations Handbook
- Management of diplomatic airfreight bag and safe hand bag
- Assist other staff when work pressures arise

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

Functions and Events

- Manage arrangements for functions, including receptions, dinners, lunches, seminars and meetings. This will include:
 - Arrange venues and catering
 - Manage invitations, RSVPs and guest lists
 - Manage setup and pack down of functions
 - Management throughout the function and providing a high standard of customer service
 - Develop agendas and run sheets
 - Following up with attendees as required after the event
 - Keep Upcoming Events Spreadsheet up-to-date
- Meeting and greeting and provision of hospitality to visitors at the Mission
- Keep upcoming events spreadsheet up-to-date
- Propose creative options to keep events fresh and to the highest quality

Visits

- Arrange United Nations credentials and pass accreditation for visiting delegates and other visitors to post.
- Manage logistical arrangements for official New Zealand Government visits, which will include:
 - Preparation of programmes
 - Coordinate bilateral appointments and event databases
 - Arrange briefing packs daily
 - Visitor escort, as required
 - Arrange accommodation bookings for high level visits
 - Arrange airport port courtesies and railway station VIP facilitation
 - Event support for meetings, bilaterals and briefings as per the programme
 - Support policy officers by completing ad hoc requests and research

Technology

- As Post Technology Coordinator (PTC), act as the central point for IT problems at Post and liaise with Service Centre and Washington TSS as required
- Provide comprehensive IT support at/to office, including:
 - Provision of first level IT support to all office staff, i.e. LANs, desktop PCs, laptops, printers, mobile devices, etc.
 - Provision of first level support for "other IT systems" at the office, i.e. internet services, WAN services, audio/visual suites etc.
- Manage mobile devices and AT&T accounts for staff and interns, including data packs for travelling staff.
- Participate in IT projects as required, i.e. rollout of new equipment/systems
- Develop and manage positive relationships with clients, colleagues and suppliers
- Work with local contractors as required

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 and mentoring
- Identify and pursue opportunities to build specialised skills, knowledge and experience aligned with the Ministry's Strategic Framework
- 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

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

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:

- 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, Skills, knowledge & experience

You must have the following qualifications, skills and experience:

- Previous successful experience in an administration role supporting a team requiring you to work across multiple work streams (2+ years)
- Demonstrated experience in the planning and execution of functions and events in a business environment
- Strong understanding of IT systems – both hardware and software especially Microsoft Office applications and document backup and security
- Understanding of secure communications practices and awareness of working in a secure environment
- Excellent written and oral communication skills
- Experience in tasks that require a high level of attention to detail and thoroughness in following through tasks
- Demonstrated ability to build and maintain effective relationships and working within a team
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Strong customer focus, with the ability to communicate effectively with a diverse range of people
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
- Demonstrated commitment to continuous improvement, including adaptability and openness to change
- Ability to anticipate issues and problems and think of creative solutions
- Displays personal integrity and an honest and ethical approach

Relationships

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

Internal (within Post)

- Permanent Representative
- Deputy Permanent Representative
- Administration Manager
- Leadership of Interns
- Other staff at Post
- Service Centre Staff
- Regional Technical Support Specialist in Washington DC
- Security Division

External (outside Post)

- Administrators in other key diplomatic missions
- Local contracts (e.g. security, IT, telephone service providers)
- Office Building Management

- Contractors and suppliers
- Other NZ Government agencies (NZDF etc.)

Mandatory Role Requirements

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