

# Position Description

**Position Title - Ingoa Tūranga**  
Public Affairs and Consular Adviser

**Group - Puni**  
AAG

**Division/Post - Tānga**  
New Zealand Embassy in Colombia

**Reports to - Menetia**  
Deputy Head of Mission

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## About the Public Service - Mō te Ratonga Tūmatanui

*Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.*

The Public Service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

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## About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' 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.

The Embassy represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This work is done by building connections with the host country Colombia, as well as the Dominican Republic, Ecuador, and Panama, to which the Embassy is also accredited. The Embassy also has responsibility for reporting on issues of interest to New Zealand in Venezuela. The Embassy takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage.

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## Diversity and Inclusion - Kanorau, Kauawhi

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.

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

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

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## About the Position – Mō te Tūranga

The Public Affairs and Consular Adviser is responsible for:

- Providing consular advice and assistance to New Zealanders in Colombia and accredited countries.
- Delivering the Embassy's communications and public diplomacy plans, including managing social media channels.
- Planning and executing high quality Embassy events in celebration of Waitangi Day and Māori New Year (Matariki).
- Managing the education relationship; promoting New Zealand as an education destination, supporting New Zealand students and groups studying in Colombia and countries of accreditation.
- Contributing to the advancement of New Zealand's foreign policy interests by supporting the Embassy's engagement with Colombian government officials (and those in countries of accreditation), local contacts and the business sector.

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## Key Accountabilities - Kawenga Matua

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

- Understand the Ministry and make decisions aligned with our purpose and values; show awareness of other strategic goals across the Ministry, including priorities and perspectives of the Ministers, partner agencies and external stakeholders.
- Share own experiences and learnings. Contribute your expertise and experience for the good of the Embassy team.
- Collaborate with the Embassy team and be willing to help others as needed.

The following accountabilities broadly describe what is required to successfully perform the role. The list is not exhaustive and may vary over time depending on skillset, background and/or the specific tasks to be completed:

- Consular Adviser
  - Provide consular advice and assistance to New Zealanders in Colombia and accredited countries.
  - Produce reporting for Wellington on emerging situations in Colombia and countries of accreditation, including guidance and support for emergency response, activating crisis and contingency plans.
  - Keep SafeTravel advice and advice to registrants up to date.
- Public Affairs
  - Contribute to the development and delivery of the Embassy's communications and public diplomacy plans.
  - Plan, organise and execute large-scale Embassy events including Waitangi Day and Māori New Year (Matariki).
  - Produce and promulgate social media campaigns across all platforms that the Embassy is active on (Twitter, LinkedIn, Facebook and Instagram). Help the Embassy engage a large audience of stakeholders across Colombia and countries of accreditation (Panama, Ecuador, and Dominican Republic).
  - Look for opportunities for the Ambassador (and other diplomatic staff) to engage with external stakeholders. Draft speeches, speaking notes and briefs to assist with the Ambassador's public engagement.
- Policy Development and Delivery
  - Support New Zealand's education engagement, working with diplomatic staff and the Education New Zealand Director for Latin America based in Santiago.
  - Keep alumni databases up-to-date and look for opportunities to promote studying in New Zealand.
  - Facilitate the promotion and administration of New Zealand's Short-Term Training Awards.
  - Build the Embassy's alumni network, looking for opportunities to host events and forge connections.
- Relationship and Stakeholder Management
  - Understand how different local political groups operate and how they seek to have their interests heard.
  - Build proactive and strategic relationships at all levels with the governments of Colombia, Panama, Ecuador, and Dominican Republic, relevant MFAT divisions and posts, other diplomatic missions, local government entities, NGOs and think tanks, private sector companies and civil society organisations. Leverage relationships to deliver outcomes.
- Organisational Responsibilities
  - Demonstrate alignment with the organisation's values, goals, policies and procedures.
  - Display basic cultural awareness and respect for local ways of operating.
  - Be eager to learn, and explore different views. Try new things and willingly engage in a broad range of tasks.
  - Display patience and resilience when in a challenging environment.
  - Undertake all other duties as reasonably requested by the Embassy's management team.

- 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 New Zealand Ministers, partner agencies, and external stakeholders.
- Knowledge Management
  - Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems; and sharing information and data with relevant internal stakeholders.

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## Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The following qualifications, skills and experience are required:

- Tertiary qualification and at least 3 years of relevant work experience.
- Proven skills in written and oral communication with full proficiency in English and Spanish.
- Demonstrated ability to work autonomously within guidelines, take initiative, and demonstrate leadership in your area of work, with sound judgement and a keen sense of political sensitivity and acumen.
- Sound knowledge of Colombia, its policy settings and political, economic, social and cultural environment. Knowledge of Ecuador, Panama and Dominican Republic is also valuable.
- Ability to quickly form relationships and networks with others, all while demonstrating cultural sensitivity.
- Ability to work effectively and collegially within a team, building rapport with a range of people, including across different cultures.
- Ability to plan and organise own workload and prioritise effectively.
- Strong qualitative and quantitative research and analysis skills.
- Sound judgement and decision making skills.
- Display social media savvy, and the ability to be creative and forward-thinking in public affairs strategies.

## Relationships – Pātahitanga

The Policy Adviser is required to build and maintain the following relationships:

- Internal
  - All Embassy staff
  - Other New Zealand Government agency staff operating in Latin America
  - Key MFAT staff in the Americas Division (based in Wellington)
  - Other MFAT staff, both onshore and offshore
- External
  - Colombian, Panamanian, Dominican and Ecuadorian Ministries (Foreign Affairs, Trade, Agriculture, among others)
  - Other Colombian and Ecuadorian Government departments and agencies
  - Diplomatic missions
  - NGOs and think tanks
  - Media and other members of the public
  - Business, academia, regional and international institutions

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## Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- Eligible candidates must be able to obtain and maintain an appropriate security clearance.
- Eligible candidates must have the necessary legal permits to work in Colombia.

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## References

- **Ministry's Strategic Intentions 2024-2028**  
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>

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**Applications close at 5pm on 30 January 2026**