

Position Title - Ingoa Tūranga

Administration Manager

Group - Puni

Europe, Middle East and Africa

Division - Tānga

Europe

Reports to - Menetia

Ambassador, Berlin

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 ē 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.

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.

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.

About the Position - Mō te Tūranga

This role contributes to the Embassy's operational plan through the provision and efficient management of the Embassy's resources (human, financial, property and other assets) and the provision of administration and management services. The role may, from time to time, provide support to other Embassies and High Commissions in the Europe region in the form of advice and guidance on operational issues. It provides administrative support to the Embassy's consular work and honorary consuls.

The position has responsibility for managing several staff who are engaged in country, as well as managing financial and property resources. It requires close engagement with the Ambassador, Deputy Head of Mission in the achievement of agreed tasks. The role is a liaison point for administrative services for resident and non-resident New Zealand agencies.

The position is expected to operate flexibly and responsively, whilst ensuring the well-being of staff.

Key Accountabilities - Kawenga Matua

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

People leadership

- Recruit, retain and develop high performing staff to ensure the Embassy has the necessary expertise required
- 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 Embassy, EMA 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
- Coach and mentor team members to deliver high quality outputs and ensure a culture of learning and collaboration
- Provide assistance and advice to the HOM and other managers of local staff on SEP (staff employed at post) recruitment, performance management and local terms and conditions of employment
- Ensure Embassy management is kept up to date with local staffing issues and any changes in local labour law and practice

Financial oversight

- In accordance with the Ministry's Instrument of Delegation, and in consultation with Embassy management, exercise decision-making authority relating to the deployment of financial resources, including with regard to reallocation of budget
- Provide oversight to the finance manager in budget forecasts, expenditure, variances and reporting
- Act as authorising officer for payroll functions
- Manage audit visits and implementation of recommendations
- Ensure compliance with approved financial processes and reporting requirements
- Ensure compliance with Ministry procurement processes
- Provide timely advice to Ambassador on Embassy budget
- Liaise with the Group Business Accountant to ensure appropriate standards and protocols are adhered to

Property

- Effectively manage property and facilities' service providers, including local property managers
- Manage the local purchase, maintenance and disposal of assets (e.g. furniture) and facilities, either directly or through external service providers
- Develop Embassy asset, property and facilities plans and budgets as needed to meet Ministry requirements
- Oversee property and asset management projects
- Support Wellington-based divisions with changes to property arrangements (e.g. lease renewals)
- Liaise with, and utilise the expertise of, the Regional Asset Manager and other asset specialists based in Wellington
- Ensure accurate contract documentation is maintained and approved invoicing and payment procedures are followed

Consular

- Support Embassy consular services with appropriate administrative services
- Support the post's contingency and evacuation plans

IT

- Support effective IT provision at the post through financial and administrative support
- Assist with IT troubleshooting associated with financial and administrative systems, in conjunction with the Ministry service centre, when required

Event Management

- Oversee the delivery of official functions and events by the management team, working closely with the responsible seconded officer

Relationship management

- Develop and maintain relationships with key internal and external stakeholders in order to advance the Embassy's objectives
- Develop and maintain a positive working relationship on administrative services in the Chancery with resident New Zealand agencies (NZTE and ENZ).
- Periodically review the Embassy administration team's network in line with changing Embassy objectives

Organisational responsibilities

- Understand the Ministry's Strategic 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
- Have a willingness to understand Tikanga and Treaty of Waitangi principles and use 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
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents
- 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

Other

- The role is expected to perform other duties as can be reasonably regarded as incidental to the position description

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

The ADMINISTRATION MANAGER will have the following experience and skills:

Skills

- Excellent German and English language written and oral communication skills.
- Ability to convey complex information logically and concisely in both written and oral forms.
- Ability to research and analyse issues and develop appropriate recommendations.
- 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 range of people.
- Strong oral and written communication skills.
- Strong interpersonal skills.
- Ability to work under pressure.
- Ability to work as part of a team.
- Ability to work with staff from all levels of the organisation.
- Ability to facilitate and coordinate tasks.
- Sound judgement.
- Ability to participate in and contribute to a positive work place culture.
- Sensitive to and appreciative of Equal Employment Opportunity issues.
- The ability to facilitate complex tasks in a multi-disciplinary environment.
- Ability to lead a team autonomously within guidelines, identify problems and solutions, and demonstrate the use of sound judgement in these.
- Possess a strong achievement and delivery focus – set high standards including accuracy and attention to detail.
- Ability to anticipate issues and problems and think of creative solutions.
- Highly competent in the Microsoft Office suite.

Experience

- Experience in delivering through others, directly managing, leading and motivating staff, including mentoring and developing staff potential.
- Experience in providing HR advice and administration support, including running recruitment processes and dealing with staffing issues as they arise.
- Experience of financial management, analysis and administration procedures in an office environment.
- Experience in managing assets including contract management and property maintenance.
- Experience in managing external providers and building and maintaining relationships to achieve successful outputs.
- Experience in managing sensitive material with tact and integrity.
- Experience working with a wide range of people across cultural and social backgrounds.

Relationships - Pātahitanga

The ADMINISTRATION MANAGER is required to build and maintain the following relationships:

Within the Ministry:

- Head of Mission
- Other staff at post

- NZTE and ENZ and other New Zealand agencies working with the Embassy
- Group Business Manager EMA
- Regional Asset Manager
- HR Business partners
- Group Business Accountant
- Information Management staff

External (outside Embassy):

- German Federal Foreign Office and foreign ministries in countries of accreditation and other relevant government departments and agencies
- Administration managers in other relevant diplomatic missions
- Local contractors (e.g. cleaning, catering, legal, property, maintenance)
- Owners and managers of leased properties

Delegations - Whakatautapatanga

- The role is responsible for the management of four direct reports and the management of contractors providing administrative services to the Embassy.
- Delegations as set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must have the right to reside and work in Germany.
- Relevant business or formal qualification and/or significant previous successful experience and knowledge of managing staff and running the administration of an office, including reviewing and developing the office processes and systems to ensure effective, efficient and streamlined processes are in place.
- Fluency in written and spoken English and German.

References

- **Ministry's Strategic Intentions 2019-2023**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>