

POSITION DESCRIPTION

Position	Office Manager
Position number	NZDS
Unit	NZ Defence Staff
Location	New Delhi
Reports to	Defence Adviser
Direct reports	Driver/Office Assistant
Grade	15
Security clearance	Local Police Vetting
Date Completed	1 December 2025

About the New Zealand Defence Force

Every hour of every day, 365 days of the year, the New Zealand Defence Force is contributing to the defence, security and well-being of Aotearoa / New Zealand. As a modern, professional military, it is our goal to maintain well trained, equipped and disciplined armed forces that can react to crisis at short notice. Therefore we lead, train and equip our sailors, soldiers and airmen and women for action in the most demanding environments, so they are ready and able to protect New Zealand's interests. Although we are prepared for combat, our technical skills, professional training, and high-end military equipment lend versatility to a range of security and humanitarian tasks. Our Defence Force is constantly working in partnership with many other government agencies, helping people and protecting our territory and our oceans. We are also striving as a Defence Force to work smarter and it is our purpose to continuously find ways to be better at what we do. As the nature of combat and our other roles change, we are adapting and planning for the future.

About the New Zealand Police

- New Zealand Police is working with the community to make New Zealanders be safe and feel safe. With over 13,000 staff, we provide policing services 24 hours a day, every day. We operate by land, sea and air, manage over 860,000 emergency calls a year and are always actively preventing crime and crashes.
- We're working towards specific goals and targets that highlight our intent to work collaboratively with iwi and communities, other government sectors and business partners to deliver 'Our Business' and achieve long-term change.

Our vision is for New Zealand to be the safest country. To achieve this we operate in accordance with our values and work in partnership with individuals, communities, businesses and other public sector agencies to ensure that everyone can be safe and feel safe

NZ Defence Adviser Office Purpose

The New Zealand Defence Advisor Office (NZDAO) is responsible to the Chief of the

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Defence Force for the facilitation of the defence relationship between the NZDF and the Defence Forces of the countries to which the NZDAO is accredited.

Position Purpose

The purpose of the position is to provide timely and effective management of the NZ Defence Adviser Office and provide secretarial support to the Defence Adviser.

Key Activities

Defence Office Manager

Major Area of Work	Deliverables/Outcomes
Liaison duties and assistance with social activities	<ul style="list-style-type: none">• The Office Manager will coordinate or provide assistance in the organising and management of social activities. These duties include but are not limited to:<ul style="list-style-type: none">◦ Management of invitations to functions hosted by the Defence Adviser◦ Manage the organisation of official functions like ANZAC Day◦ Assist with the organisation and management of services and functions hosted by NZ• Provide reception and initial point of contact for visitors arriving at NZDAO and for initial enquiries by phone
General administrative duties	<ul style="list-style-type: none">• Assist in arranging accommodation and maintaining house inventories• Collection, registration, distribution, and dispatch of inwards/outwards correspondence• General administrative duties such as faxing and photocopying• Maintaining NZDAO office equipment• Processing of diplomatic clearances• Processing of orders, receipts, purchases, 'special requests' and; retrospective and other invoices for payment, including the researching of quotes for purchasing• Maintaining all office databases and reference material• Manage all stationery requirements
Executive support to the Defence Adviser	<p>The Office Manager will provide executive support to the Defence Adviser, including but not limited to:</p> <ul style="list-style-type: none">• Prepare routine replies to correspondence for the Defence Adviser's signature

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	<ul style="list-style-type: none">• Prepare the collation of agendas, papers for meetings and minute-taking, including but not limited to those attended by the Defence Adviser and other conferences and meetings as required• Research and brief the Defence Adviser on matters requiring their attention• Arrange all of the Defence Adviser's appointments and maintain any diaries which record business engagements and personnel interviews• All typing as required by the Defence Adviser• Screen telephone calls and redirect them where required• Provide language translation support to the DA as required
Management of documents and files	<p>The Office Manager is responsible for the effective management of documents and files. Duties in this area comprise, but are not limited to:</p> <ul style="list-style-type: none">• Maintaining unit electronic and paper file systems including unit bring ups, archived and closed files• Prepare, maintain, submit and distribute reports and returns
NZDF visitor or student assistance	<ul style="list-style-type: none">• Provide assistance with all NZDF personnel and student related administration, including as appropriate facilitation of customs, visa requirements, immigration clearances, school, accommodation and travel requests
Finance support	<ul style="list-style-type: none">• Prepare the yearly budget forecast and phasing, and review budget quarterly or as directed• Prepare the budget report for DA approval, including bank reconciliations• Administer the DA budget in accordance with NZDF financial instructions, including maintenance of the cash book and actioning all accounts payable• Manage petty cash• Manage payment of monthly wages and allowances for Office Manager and Assistant/Driver.• Manage NZDAO bank and credit card accounts
Staff management	<ul style="list-style-type: none">• Manage and administer Direct Report (Admin Assistant/Driver) in accordance with NZDF policy and procedures, and Indian employment law.

Police Liaison Office Manager

Major Area of Work	Deliverables/Outcomes
Health, Safety and Wellbeing	<ul style="list-style-type: none">• Understand the hazards in your work area and eliminate or minimise the associated risk.• Report all accidents, incidents and near misses in a timely fashion.• Actively participate in Wellness and Safety initiatives and training.

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	<ul style="list-style-type: none">• Maintain appropriate levels of personal leave and manage NZDF staff leave and unplanned absences
Policy	<ul style="list-style-type: none">• .• Manage finances within policy guidelines• Manage personal and staff leave levels within guidelines
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Key Working Relationships

Defence Office Manager	
Internal	<ul style="list-style-type: none">• NZ Defence Adviser office staff• SCE Branch personnel• HQ JFNZ staff• NZDF personnel posted to local area
External	<ul style="list-style-type: none">• NZ Embassy/NZ Agency staff• Host Nation Coordination office• Military Adviser Corps• Other High Commission PA staff

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Financial Delegations

Nil

Decision Making Authority

Nil

Personal Specifications

To succeed in the position you must have the following:

Knowledge and Skills	<ul style="list-style-type: none">• Highly fluent in verbal and written English• Computer literate and proficient in the use of the Microsoft Office suite of programmes• Self-motivated, with excellent organisational skills, with the ability to prioritise tasks to meet timeframes and effectively manage changing priorities• Maintain absolute confidentiality in all aspects of the position• Excellent written and oral communication skills, with an ability to listen and correctly interpret directions/instructions• Ability to work independently using sound judgement and initiative• Ability to work collectively• Proactive ability to network and create good working relationships within a diverse, multi-national environment
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	<ul style="list-style-type: none">• Excellent interpersonal skills with the ability to communicate effectively with a diverse range of people• Professional customer orientation and telephone manner• A high standard of personal and professional presentation• A high level of accuracy and attention to detail• Proven interpreter and translation skills, is desirable
Experience Level	<ul style="list-style-type: none">• 3 – 4 years' experience providing executive and administrative support• Proven experience in research for and briefing of senior personnel• Experience in arranging and coordinating official visits and social activities• Previous staff management experience
Qualifications and Courses	<ul style="list-style-type: none">• Nil
Specific Job Requirements	<ul style="list-style-type: none">• Ability and willingness to work outside normal working hours when required• Must be able to obtain and maintain a clean country of origin Police vetting clearance• Ability to obtain a Security Clearance would be advantageous• Comprehensive spoken and written English and Indian language skills

Success Factors

<p>Action Oriented - Pushes self and peers for results</p> <ul style="list-style-type: none">• Pursues tasks with energy and drive and supports peers to do the same• Perseveres and completes tasks, especially in the face of resistance or setbacks• Maintains personal well-being and manages work-load efficiently• Knows where to go to get support or information
<p>Adapting to Change - Maintains effectiveness during change Thinks of new and innovative ways to achieve tasks</p> <ul style="list-style-type: none">• Maintains effectiveness and adjusts behaviour to deal with changes in the work environment• Is open to the benefits of change• Adapts and responds positively to change

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Building Personal Integrity - <i>Is widely trusted, and acts with fairness and respect</i> <ul style="list-style-type: none">• Is widely trusted and honest and keeps confidences and commitments• Treats confidential documents sensitively and correctly• Acts openly, fairly and consistently• Displays self-control and has the courage to do the right thing in the face of resistance or pressure• Completes tasks whilst maintaining high personal standards in all situations• Demonstrates NZDF ethos and values through behaviour and attitude• Respects and acknowledges others achievements
Contributing to the Team - <i>Actively and selflessly participates as a team member</i> <ul style="list-style-type: none">• Actively participates as a member of the team and helps others to achieve tasks• Shares knowledge, skills and experience with team members• Constructively raises concerns when own views differ from those of the team• Places higher emphasis on team priorities than on personal priorities• Manages own behaviour to ensure effective team performance• Acknowledges, values and respects the contribution of others from all backgrounds, cultures, disabilities, ages and genders
Effective Communication - <i>Listens and communicates clearly and writes plainly and concisely</i> <ul style="list-style-type: none">• Listens and follows instructions• Seeks clarification and asks questions if unsure• Conveys a clear message that is easily understood and checks for understanding• Uses vocabulary, tone and body language appropriate for the situation• Writes clearly, plainly and concisely using correct spelling, punctuation and grammar using Service templates
Initiative - <i>Shows initiative and shares their ideas with others</i> <ul style="list-style-type: none">• Shows initiative in appropriate situations• Is confident to share new ideas and the rationale behind them• Supports new and innovative ideas of others
Maintaining Discipline / Good Conduct - <i>Maintains good order and self-discipline</i> <ul style="list-style-type: none">• Complies with regulations/ the Code of Conduct and supports superiors in the maintenance of discipline standards• Contributes to workplace wellbeing by helping to build a safe, healthy, respectful workplace free of discrimination, harassment or bullying
Moral Courage - <i>Has courage to raise concerns and take unpopular stands</i> <ul style="list-style-type: none">• Stands up for what is right• Confidently supports difficult or unpopular decisions when required• Takes responsibility for resolving conflict if it is within their area of influence• Remains calm in heated situations• Is confident to raise issues or concerns with senior management or command chain

Self Development - *Actively works to improve themselves*

- Actively works to continuously improve themselves
- Is open to coaching and seizes opportunities for development
- Builds knowledge and expertise in own area
- Works with supervisor/manager to evaluate performance within the required timeframes
- Puts new knowledge and skills to practical use on the job to enhance performance
- Shows willingness to take on challenging or unfamiliar tasks in order to develop
- Learns from setbacks and mistakes and as a result changes their approach

Thinking Smart - *Thinks before they act*

- Thinks about possible consequences when considering solutions to problems
- Looks beyond the obvious solutions and thinks of other options
- Learns quickly when facing new problems
- Makes good decisions in a timely manner, sometimes with incomplete information
- Conducts regular work safety checks to detect and report unsafe working conditions and safety problems

Time Management - *Manages own time and resources effectively*

- Prioritises and manages time and resources to ensure that work is completed efficiently and on time

Working with others - *Is dedicated to meeting the needs and expectations of others*

- Is dedicated to meeting the needs, expectations and requirements of others
- Establishes and maintains effective relationships with others
- Acts promptly to ensure relationship problems are resolved
- Is approachable and builds rapport