

Position Description

Position Title - Ingoa Tūranga

Team Administrator (DHOM) 400223

Group - Puni

Europe, Middle East and Africa, and Australia Group (EMA)

Post – Te Aka Aorere

London

Reports to - Menetia

Deputy High Commissioner

About the Post

The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services in the United Kingdom .

The Post takes a distinctively New Zealand approach, reflecting New Zealand’s diversity and heritage and the Ministry’s values.

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

The Team Administrator (DHOM) role is responsible for providing EA support to the Deputy High Commissioner and works closely with policy staff, Public Diplomacy team and Team Administrator (Consular and Administration).

This position provides support to the planning of visits and events coordination, working alongside policy leads; in particular, assisting with the logistical aspects for all events, ANZAC Day and visits hosted by the High Commission.

The position also may perform other duties as reasonably requested and within their experience and capabilities from time to time, including back up support to other staff. This position may participate in High Commission emergency responses as required. This may include work outside of normal hours.

Key Accountabilities - Kawenga Matua

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

Administration

- Provide Executive Assistant support to the Deputy High Commissioner by:
 - Scheduling appointments and diary management;
 - Proactive management of details of key contacts;
 - Coordination of inwards invitations,; and
 - Greeting and provision of hospitality to visitors;
- Provide advice on the protocols and requirements for events and functions;
- Brief the Deputy High Commissioner on invitations and provide advice/guidance on precedent and suggested replies;
- Set up calls/meetings for Deputy High Commissioner as requested by DHC and or Policy Advisers.
- Arrange, with assistance of the Policy Advisers, to provide background briefing for meetings and engagements.
- Manage all travel/accommodation for the Deputy High Commissioner within the UK and Northern Ireland
- Manage Deputy High Commissioner's credit card usage and claims in compliance with the Ministry's policies.
- Provide support to Policy staff, Public Diplomacy Team, High Commissioner's Executive Assistant to assist in arranging representational functions and meetings.

Enquiries

- Provide back up support to triage email enquiries to the High Commission's public email address, and transferring all enquiries requiring a response to relevant staff.
- Provide back up support to Team Administrator (Consular and Administration) with retrieving phone messages at Reception switchboard then responding to the calls.

Visits and Events

- Support with logistics coordination for large and complex visits, including visits by the Governor-General, Prime Minister, Ministers and senior officials.
- Support official visitors and delegations during their visit.
- Support arrangements for annual ANZAC Day services held in the UK.
- Provide support and back-up for the Executive Assistant to the High Commissioner.

Protocol

- Support Team Administrator (Consular and Administration) with liaison with FCDO regarding arrival, residence and departure details for all diplomatic staff, including New Zealand Inc Agencies.

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.
- 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.
- 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.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.
- The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description and within their experience and capabilities from time to time, including back up support to other staff.

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

The Team Administrator (DHOM) will have the following experience, skills and knowledge:

Experience:

- Two plus years' experience in an administrative, or support role.

Skills & Knowledge:

- Attention to detail and thoroughness in following through tasks
- Demonstrated ability to build and maintain effective relationships and working within a team
- Competent in Microsoft Office suite
- Communications and interpersonal skills
- Demonstrated organizational skills
- Proven ability of strong self-management
- Ability to anticipate issues and problems and think of creative solutions
- Sound judgement and decision making skills
- Flexibility and willingness to adapt to changing job demands
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

The Team Administrator (DHOM) position is required to build and maintain the following relationships:

Within the High Commission

- High Commissioner
- Deputy High Commissioner
- Counsellor (Management) and Consul-General
- Other MFAT staff at post
- Other MFAT staff, both onshore and offshore

Outside the High Commission

- NZ Inc agency staff located within the High Commission
- Other London-based diplomatic missions
- UK Foreign, Commonwealth & Development Office (FCDO)
- UK Government Departments and agencies
- New Zealand Government Departments and agencies in Wellington
- UK-based New Zealand expatriates
- New Zealand community groups in the UK
- Local contractors and suppliers
- Hotels, catering companies, travel agencies

Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold ability to work in the United Kingdom
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

References

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