

Position Title - Ingoa Tūranga

Executive Assistant to the High Commissioner (400402)

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 Executive Assistant to the High Commissioner is responsible for providing support to the High Commissioner and administrative functions to the High Commission to ensure the smooth and efficient operation of the office. The role is busy varied, helping with time and engagement management primarily for the High Commissioner

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 support to the High Commissioner, including email and call screening, placing of calls, scheduling appointments and diary management, coordination of inwards invitations, meeting and greeting visitors and providing hospitality to visitors, drafting of correspondence for signature.
- Manage mail, document and information flows to and from the High Commissioner.
- Review with the High Commissioner invitations and provide advice/guidance on precedent and suggested replies.
- Manage the schedule of upcoming events, taking into account the High Commissioners commitments and schedule.
- Coordination of briefings for the High Commissioner.
- Book and coordinate High Commissioner's transport requirements, deconflicting bookings with other staff as required in line with the High Commission's transport guidelines.
- In cooperation with the DHOM and Administration Manager, oversee the representational budget and expense management for the High Commissioner.
- Provide administrative support to the recording/processing of the High Commissioner's credit card expenditure, ensuring compliance with the High Commission and MFAT policies.
- Coordinate advice on application on relevant Ministry policies and provisions – including receiving Gifts and Hospitality Standards and Formal hire attire.
- Manage the recording of gifts received by the High Commissioner in Gift Register.
- Manage the recording of the use of the High Commission's Kākahu Huruhuru.
- Arrange and organise functions, meetings, and events including venues, seating plans, typed menus, catering, staff requirements and tasking, including those held at the High Commissions premises and the High Commissioner's Official Residence, in accordance with the diplomatic protocol standards.
- Assist with maintaining the High Commission's wine and beverage supplies and ensure that records are maintained and updated for tracking official stocks.
- Develop and maintain up to date information about key contacts and people in key positions in Government Departments and private sector in United Kingdom and Northern Ireland in conjunction with Policy staff.
- Initiate, develop and cultivate good relationships with key contacts in the Palace, relevant Minister's office and agencies in the United Kingdom and Northern Ireland for key New Zealand entities.
- Offer guidance and assistance to the High Commissioner on local protocol issues to maintain good contract and relations with the United Kingdom government.
- Draft Official Diplomatic Third Person Notes on behalf of the High Commissioner, if required.
- Support management as required to assist with the coordination of administrative and project related tasks.

Visits and Events

- Assist with the management and logistical aspects of official visits and events.

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
- 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.
- The job holder may be required to work extended hours and weekends during VIP visit.
- The job holder must be able to obtain and maintain appropriate security clearance as required.

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

The Executive Assistant to the High Commissioner will have the following experience, skills and knowledge:

Experience:

- Applicants should have had previous successful experience in a secretarial or administration support role to a manager and/or their team

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 Executive Assistant to the High Commissioner position is required to build and maintain the following relationships:

Within the High Commission

- High Commissioner
- Deputy High Commissioner
- Counsellor (Management)
- Other MFAT staff at post
- NZ Inc Agency staff located within the High Commission
- Other MFAT staff, both onshore and offshore

Outside the High Commission

- Ministry of Foreign Affairs and Trade (MFAT)
- New Zealand Government Departments and Agencies in Wellington
- UK Foreign, Commonwealth & Development Office (FCDO)
- House of Commons and House of Lords staff
- London Diplomatic community
- UK-based New Zealand community
- UK Business Groups
- Buckingham Palace visits staff
- Royal Household liaison
- Westminster Abbey liaison

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/>