

Position Description

Position Title - Ingoa Tūranga

Administration Manager

Group - Puni

EMA

Division - Tānga

Europe

Reports to - Menetia

Ambassador

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 kōunga, 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. Ahako a 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/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

The Administration Manager is responsible for the day to day management of post operations and the Team Administrator to help ensure the efficient and smooth running of the office, and for providing consular advice and assistance to distressed New Zealanders in countries to which the post is accredited. The position has a key role in budget preparation and management and liaison with the British Embassy about the Chancery, landlords about rental properties and for engagement with service providers.

Key Accountabilities - Kawenga Matua

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

Management

- Manage SEP direct report and ensure the achievement of tasks outlined in their job description.
- Effectively allocate work through ensuring staff have clear definitions of role responsibilities and accountabilities and clearly understand their performance goals.
- Carry out annual end of year performance review on direct report, and in respect of all staff employed at post submit recommendation for salary increases to Ambassador for approval
- Support, coach and mentor team members, fostering a positive workplace culture of learning, good team spirit and acknowledging team contribution and achievements.
- Ensure Post management are kept up to date with local staffing issues and any changes in local labour law.
- Act as authorising officer for payroll functions.

Financial Oversight

- Provide Ambassador with relevant financial information to ensure budget is managed in a cost-efficient and effective manner.
- Working closely with Team Administrator, prepare, finalise and oversee annual budget, and budget update.
- In accordance with the Ministry's Instrument of Delegation, and in consultation with Post management, exercise decision making authority relating to the deployment of financial resources, including with regard to reallocation of budget.
- Ensure compliance with monthly financial reporting requirements.

Consular

- Provide essential consular advice to NZ citizens in countries to which the Post is, including:
 - Visiting and assisting New Zealanders in police cells, prisons or hospitals.
 - Arranging repatriation of remains and property.
 - Where NZ citizens have a lost or stolen passport.
 - Where emergency funds are required.
 - Where NZ citizens have been arrested.
 - Where an English speaking lawyer is needed, and in crisis situations (such as civil unrests or natural disasters).
- Consider financial assistance requests.
- Work with hospitals and prisons to ensure NZ citizens hospitalised or imprisoned have access to appropriate advice and services.
- Maintain effective working relationships with the Ministry's external service providers and Consular Division
- Manage consular databases for Stockholm.
- Provide notarial services and update consular database accordingly.
- Maintain a good working relationship with consular partners throughout the Nordics.
- Maintain the post's Contingency and Emergency Evacuation plan.
- Oversee diplomatic visa requests from Nordic authorities and work with EUR to ensure visas approved by Immigration New Zealand in New Zealand.
- Participate with seconded staff in the Embassy's after-hours consular duty phone roster.

Property

- Working closely with Team Administrator, and in consultation with AMD as required, ensure that any maintenance is delivered to expectations.
- Working with the Deputy Head of Mission, ensure the Embassy operates securely on a day to day basis, including oversight of any visitors to the Chancery.
- In conjunction with Team Administrator, oversee essential maintenance tasks and ensure work is completed to an acceptable level.
- Maintain a good working relationship with the owner of staff apartments to ensure that accommodation and services are provided to the agreed level.

Media

- Support management of the post's website and social media presence, updating as necessary.
- As directed by HOM, disseminate information to media outlets and arrange interviews.

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.
- 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.
- Participate in Ministry-wide projects and emergency responses as required.

Knowledge Management

- Contribute to the continuous development of the Post's knowledge base by using the Post's internal systems, sharing information and data with relevant internal stakeholders.

Other

- The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description and such other duties reasonably within their experience and capabilities as may be from time to time.
- The position may require the job holder to carry out on-call duties from time to time.

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

The Administration Manager will have the following experience, skills and knowledge:

- A relevant tertiary qualification and / or relevant previous work experience
- Experience managing property
- Experience in managing sensitive material with a high degree of tact and integrity, and working with a wide range of people across cultural and social boundaries
- Sound knowledge of local governmental and administrative systems, customs and practices, trends and issues and cultural, political and social environments
- Excellent English language written and oral communication skills.
- Excellent Swedish language written and oral communication skills.
- Demonstrated ability to build and maintain effective relationships and work effectively in a team environment
- Highly competent in Microsoft Office suite
- 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 diverse range of people
- Possesses a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
- Demonstrated commitment to continuous improvement, including adaptability and openness to change
- Ability to anticipate issues and problems and think of creative solutions
- Displays personal integrity and an honest and ethical approach

Relationships - Pātahitanga

The position is required to build and maintain the following relationships:

Within the Ministry:

- Head of Mission / Post
- Seconded staff
- Other Staff Employed at Post

Outside the Ministry:

- Nordic Foreign Ministries (particularly the Consular section)
- Relevant NZ Ministry of Foreign Affairs and Trade divisions
- NZ government agencies
- Consular and administrative staff in other diplomatic missions
- Honorary Consul network
- Local police, government authorities, ambulance and medical services, funeral directors
- Embassy Service providers

Delegations - Whakatautapatanga

- The role is responsible for the management of 1 direct report.
 - Delegations are set out in the Ministry's Instrument of Delegation.
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References

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