

Position Description

Position Title - Ingoa Tūranga

Administration Manager (P400559 – SEP)

Group - Puni

American and Asia Group (AAG)

Division - Tānga

Americas Division – Honolulu Post (HLU)

Reports to - Menetia

Consul General, Honolulu

Diversity and Inclusion - Kanorau, Kauawhi

We aim to be a workplace that values and applies diverse thinking, people, and behaviours. Our staff reflect the diversity of New Zealand and the countries we work in, and we respect and value contributions from people with different backgrounds, experiences, and perspectives.

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 Consulate-General supports flexible working arrangements to help staff maintain work-life balance. At times, business needs may require staff to be available during specific hours or for extended periods to meet temporary workload demands.

About the Position - Mō te Tūranga

The Administration Manager is a permanent role based at Post. The position ensures the smooth operation of the Post by leading administration staff who manage HR, finance, property, procurement, security, consular services, and office systems (including IT, reception, and records). This role supports the Post's strategic priorities through effective staff management, analysis, problem-solving, and implementing practical solutions.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Consulate-General's purpose:

People Leadership

- Lead and develop the administration team, ensuring clear roles, responsibilities, and performance goals.
- Coach and mentor team members, fostering learning, collaboration, and recognition of achievements.
- Recruit, retain, and develop high-performing staff to maintain required expertise.
- Apply the performance management framework, addressing both strong and poor performance.
- Support onboarding of new team members and promote knowledge sharing.

Human Resources

- Provide HR advice and support to HOP and line managers, including recruitment, selection, and employment documentation.
- Maintain leave records and report to Wellington as required.
- Keep management informed of staffing issues and changes in local labour law.

Consular

- Manage consular services, including assistance to New Zealanders, citizenship and passport advice, and notarial services.
- Maintain liaison with local authorities and Honorary Consuls.
- Coordinate clearances for RNZAF flights to North Pacific countries.

Property & Facilities

- Manage property and facilities services, including procurement and maintenance of assets.

- Develop property and asset plans and budgets; assist with lease renewals.
- Liaise with Regional Asset Manager and ensure accurate contract documentation and payment processes.

Finance

- Ensure payments follow approved processes and authorisations.
- Provide financial information to Wellington and maintain compliance with financial standards.

Office Administration

- Maintain consistent office practices and accurate records for audit purposes.
- Ensure compliance with style guide, travel policy, procurement, and reporting requirements.
- Provide basic IT support and arrange translations as needed.
- Draft formal correspondence and liaise with service providers.

Knowledge Management

- Use and promote internal systems to share information and maintain Post knowledge base.

Health and Safety

- Lead health and safety for your area, ensuring compliance with the Health and Safety at Work Act 2015.
- Identify and manage hazards and risks, maintain registers, and implement mitigation actions.
- Report incidents promptly and escalate critical risks to management.

Change Readiness

- Champion modernisation of systems and processes, including financial and procurement initiatives, standardisation, and training.

Relationship Management

- Build and maintain effective internal and external relationships to advance Post objectives.

Organisational Responsibilities

- Understand and contribute to the Consulate-General's strategic priorities and outcomes.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
- Share knowledge, contribute to learning opportunities, and support reporting requirements.
- Participate in projects, emergency responses, and other duties as required.

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

The Administration Manager will have the following **Experience, Skills and Knowledge**

Qualifications

- Relevant business qualification or equivalent experience in office administration, including improving processes and systems for efficiency.

Skills

- Proven ability to lead a team, work autonomously within guidelines, and apply sound judgment to solve problems.
- Strong delivery focus with high standards of accuracy and attention to detail.
- Skilled in handling sensitive information with tact and integrity, and working effectively across diverse cultures.
- Excellent planning and organisational skills, with the ability to prioritise and work under pressure.
- Strong written and verbal communication skills in English; local language skills an advantage.
- Ability to build and maintain effective relationships and contribute positively to a team.
- Customer-focused, with strong negotiation and interpersonal skills.
- Creative problem-solving and ability to anticipate issues.
- Proficient in Microsoft Office suite.
- Demonstrates integrity and ethical behaviour.
- Holds a current, clean driver's licence and can safely operate Post vehicles.
- Understanding of tikanga and Te Tiriti o Waitangi principles.

Experience

- Proven experience in leading and motivating staff, including mentoring and developing capability.
- Experience in HR processes, recruitment, and performance management.
- Financial management and analysis experience in an office environment.
- Experience managing external providers and building productive relationships.

Relationships - Pātahitanga

Key Relationships

Internal (within the Consulate-General)

- Head of Mission
- Seconded staff
- Group Business Manager (Wellington)
- Account Managers (Finance, HRG, PDG)
- Regional Assets Manager (AMD)
- Information Management Division (IMD)

External

- Suppliers and service providers
- Event specialists
- Hawai'i State Government representatives
- Administrators in other diplomatic missions

Delegations - Whakatautapatanga

- Delegations are set out in MFAT's Instrument of Delegation.

References

- **MFAT Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>