

Position Description

Position Title - Ingoa Tūranga

Liaison Manager

Group - Puni

Pacific and Development Group

Division - Tānga

Pacific Islands Forum Taskforce

Reports to - Menetia

Director PIF Taskforce

About the Public Service - Mō te Ratonga 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.

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 ō 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. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

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.

Pacific Islands Forum

The Pacific Islands Forum (PIF) is the region's pre-eminent political organisation and the core platform through which Pacific Leaders take decisions, build consensus, and respond to shared challenges. The Forum brings together 18 Member countries to articulate collective priorities, advance regional security and resilience, and reinforce the norms and values the Pacific seeks to see embedded globally.

New Zealand will host the Pacific Islands Forum 2027 Leaders Week ("PIF27") in late August 2027. PIF27 will bring together Heads of Government, Ministers, officials and stakeholders from across the Pacific, requiring coordinated delivery across multiple venues, systems and agencies.

About the Position - Mō te Tūranga

The Liaison Manager is responsible for planning, recruiting, training, coordinating, and managing the Liaison Officer (LO) workforce supporting PIF Leaders Week. The role will lead the successful deployment of approximately seventy (70) Liaison Officers, who will provide dedicated support to visiting leaders, ministers, senior officials, and delegations throughout the event.

The role requires a highly organised and experienced manager who can effectively lead a diverse team, ensure consistent service delivery, and maintain high standards of protocol, professionalism, and cultural awareness. The Liaison Manager will play a critical role in ensuring visiting delegations receive seamless support and that delegation requirements are understood and met in accordance with event objectives, diplomatic protocol, and Pacific cultural expectations.

The Liaison Manager will have a balance of strong operational planning capability, people leadership experience, and cultural awareness. They will be comfortable leading a workforce that may include senior public servants and Heads of Mission, and will possess the credibility, confidence, and judgement required to ensure high-quality support is provided to visiting Pacific delegations throughout PIF Leaders Week.

Key Accountabilities - Kawenga Matua

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

Liaison Officer Workforce Planning and Management

- Develop and implement the Liaison Officer workforce strategy for PIF Leaders Week.
- Determine Liaison Officer numbers, deployment requirements, and assignment processes.
- Identify, onboard, and coordinate approximately seventy (70) Liaison Officers.
- Develop role descriptions, operating procedures, guidance materials, and training programmes.
- Manage workforce scheduling, rostering, deployment, and performance.
- Supervise efficient and effective transport and accommodation requirements for Liaison Officers to surge into Auckland for the event.
- Ensure appropriate escalation and support arrangements are in place during the event.
- At the conclusion of the event, ensure Liaison Officers are debriefed, adequately rested, and that all management processes relating to their deployment are completed.

Training and Capability Development

- Design and deliver comprehensive training for Liaison Officers.
- Ensure Liaison Officers understand their responsibilities, event operations, customer service expectations, and delegation support requirements.
- Provide training in protocol requirements, cultural awareness, and event-specific procedures.
- Facilitate scenario-based exercises and readiness activities prior to deployment.

Stakeholder and Delegation Support

- Work closely with event planning teams and key stakeholders to understand delegation needs and requirements.
- Ensure Liaison Officers are appropriately matched to delegations and assigned according to capability and experience.
- Provide oversight and support to Liaison Officers during the event, resolving issues and coordinating responses as required.
- Maintain effective working relationships with government agencies, host organisations, and event partners.

Cultural and Protocol Leadership

- Promote a high level of awareness and understanding of Pacific cultures and customs within the Liaison Officer workforce.
- Support Liaison Officers to appropriately interpret and respond to the needs of visiting Pacific delegations.
- Ensure delegation support activities are delivered in accordance with agreed diplomatic and official protocol requirements.
- Provide guidance on cultural considerations and appropriate engagement practices.

Operational Delivery

- Develop contingency arrangements to manage workforce issues and changing operational requirements.
- Assess, plan for and actively monitor risks relating to Liaison Officer deployment and implement mitigation strategies.

- Ensure the health, safety and welfare of Liaison Officers is provided for.
- Prepare reports, briefings, and updates for senior leadership as required.

Team Responsibilities

- Contribute as an active member of the management team, supporting strategic planning, decision-making, and the achievement of the event delivery.
- Collaborate across teams to provide leadership, share expertise, and support the successful delivery of priority initiatives and business outcomes.
- Demonstrate flexibility and adaptability by undertaking additional duties, and responsibilities as required to meet evolving business and operational needs.

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.

Additional Requirements

- Willingness and ability to travel regularly between Wellington and Auckland.
- Availability for deployment to Auckland during the lead-up to and delivery of PIF Leaders Week.
- Ability to work extended hours during key planning and event delivery periods as required.

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

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

Experience:

- Demonstrated experience leading and managing large operational teams or project-focused workforces.
- Experience planning and delivering workforce recruitment, training, and deployment programmes.
- Experience working within large-scale events, international conferences, government operations, or similar environments.
- Experience managing stakeholder relationships in complex and dynamic environments.
- Experience in identifying and managing risk including workforce health, safety and wellness.

Skills and knowledge:

- Strong leadership and people management skills.
- Excellent planning, organisational, and coordination abilities.
- Ability to work effectively under pressure and manage multiple priorities.
- Strong communication and relationship management skills.
- Understanding of official protocol requirements and VIP support arrangements.
- Knowledge and appreciation of Pacific cultures, customs, and ways of working.
- Strong problem-solving and decision-making capability.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

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

Within the Ministry:

- PIF Taskforce Director and team members
- Divisional and/or Unit Managers, especially Protocol Division
- MFAT Senior Leadership Team
- Heads of Mission
- Liaison Officers

Outside the Ministry:

- Partners and stakeholders involved in PIF27 including business, academia, regional and international organisations and institutions, Māori and the wider community
 - Government departments and agencies
 - Venue and event service providers
 - Pacific islands Forum member delegations
 - Foreign governments and their diplomatic missions based in New Zealand
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Delegations - Whakatautapatanga

- The role is responsible for supervising other Taskforce staff in the lead up to the event, including management of 70 direct reports immediately before, during and after the event itself.
 - Delegations are set out in the Ministry's Instrument of Delegation.
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Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship.
 - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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References

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