

Position Description

Position Title - Ingoa Tūranga

Commercial Relationship Coordinator (401301)

Group - Puni

People & Operations (P&O)

Division - Tānga

Commercial Division (COD)

Reports to - Menetia

Commercial Portfolio Manager

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. Ahakoa 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 Commercial Relationship Coordinator plays a vital role across all teams within the Commercial Division and reports to the Commercial Portfolio Manager. As a key point of contact, they engage with internal and external stakeholders, providing timely and helpful support on commercial queries and procurement processes.

This role combines administrative coordination with continuous improvement and analytical and reporting responsibilities. The Coordinator maintains the commercial inbox, manages contract tracking and filing, and ensures records are up to date for reporting on key data. They also support staff with meeting organisation, note taking, and official requests.

With expert knowledge of divisional processes, the Coordinator provides clear guidance on low-value, low-risk procurement activities and contributes to continuous improvement by updating tools, templates, and online resources. Flexibility and adaptability are essential, as operational needs and priorities shift throughout the year.

Participating in MFAT emergency responses as required. This may include work outside of normal hours.

Key Accountabilities - Kawenga Matua

The tasks and accountabilities listed below represent the core responsibilities of this role but are not exhaustive. The role requires flexibility and adaptability, as workload and priorities shift throughout the year.

Role Specific

- Support: Respond quickly and helpfully to questions relating to commercial queries and procurements. Provide clear guidance to help users find and follow commercial processes within the Business Process Portal.
- Inbox management: Keep the commercial email inbox organised and respond to messages.
- Expert knowledge: Learn and understand the Commercial Division's administration processes so you can advise others confidently.
- Process improvement: Help improve tools and templates used by the team, including updating the intranet and website.
- Contract management: Track contracts, follow up on unsigned contracts, and flag those that are about to expire. File contracts and related documents properly.
- Reporting: Keep records up to date and report on progress with contracts, grants, and other key data.
- Support staff: Assist staff with note taking, meeting organisation, official requests, analysis, and any other tasks needed.

Customer Focus

- Provide a high level of customer service, focusing on solutions which will achieve the customer's stated outcomes.
- Achieve and maintain high levels of responsiveness with regard to customer requests and queries.

Relationship Management

- Foster strong working relationships across the Ministry.
- Work collaboratively and flexibly with your team to respond to changing priorities.
- Collaborate with other coordinators and administrators across the Ministry.
- Maintain good relationships with key internal and external stakeholders.

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.

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

The Commercial Relationship Coordinator will have the following experience, skills and knowledge:

- Team player with strong people skills
- Strong organisational and administration skills
- Great communication and customer service
- Confident using Microsoft Office, especially Excel (pivot tables, formulas, macros). Power BI is a bonus

- Strong analytical skills, able to interpret data, spot trends, and provide clear insights to support decision-making
 - Good with numbers and detail
 - Able to work under pressure and manage multiple tasks
 - Understand customer needs and provide good service
 - Able to explain complex information clearly
 - Experience with procurement is helpful but not essential
 - Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
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Relationships - Pātahitanga

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

Within the Ministry:

- Commercial Division staff
- Staff from other divisions who use Commercial Division services
- Staff at overseas posts
- Group Business Managers
- Other Administrators and Coordinators

Outside the Ministry:

- Suppliers
 - Other government agencies
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Delegations - Whakatautapatanga

- 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 or NZ Permanent Residency.
 - 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/>