

Position Description

Position Title - Ingoa Tūranga

Hosting and Reception Lead (403576)

Group - Puni

People and Operations Group (P&O)

Division - Tānga

Building Operations Team

Reports to – Menetia

Workplace Manager (403572)

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 Ministry's move to a new custom-designed Head Office at Molesworth Street introduces a number of new or augmented functions enabled by the new accommodation, as well as a move to a more flexible and sustainable way of working applying activity-based working principles. The new Head Office significantly raises service level expectations.

The Building Operations team is responsible for ensuring the Ministry is able to operate effectively, safely and sustainably in its Head Office, including the provision of services and functions that will enable the Ministry to deliver its current and future roles, provide a strong statement of our NZ identity, and achieve our desired ways of working. The team provides core facilities management services for the Ministry's Head Office including reception, general management and maintenance of the premises, fixtures and fittings, and the operation and management of hosting and conference/large meeting spaces and facilities including ECCs and after-hours events.

The Hosting and Reception Lead role holds responsibility for the management and oversight of the front of house reception, event management, hosting and visitor management functions, to ensure a consistent, professional user experience and protocol adherence. The Hosting and Reception Lead provides supervision and oversight of the Receptionist and Event Facilities Lead roles and directs and supports them in delivering service consistency across the meeting and event hosting and reception functions.

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

Key Accountabilities - Kawenga Matua

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

Lead duties

- Supervision of daily workflow, rosters and performance of reception and hosting roles, and a portion of the Event Facilities Lead role.
- Supervision and oversight of the effective operation of reception services
- Business ownership of the Ministry's visitor management system
- Ownership of the front-of-house, visitor management and hosting experience
- Supervision and oversight of the operation and delivery of hosting services. Including the provision of after-hours support
- Lead daily check in meetings with meeting/event hosting and reception functions to manage and prioritise workflow.
- Develop and manage processes for seeking feedback from the wider business on business needs and user experience!
- Using feedback to drive continuous improvement of hosting and reception functions to increase efficiency, improve user experience, and meet business needs.

Reception and visitor management support

- Provide support and cover for all reception management, call centre, and visitor management duties as described in the Receptionist Position Description.

Hosting and Event Management Support

- Provide support and cover for all hosting function responsibilities as described in the Event Facilities Lead Position Description

Car park and well-being suite management

- Provide management oversight of the effective operation and maintenance of the well-being suite of rooms.
- Provide oversight of the effective management of function car park booking system.

Security

- Responsible for ensuring compliance of hosting and reception functions with security requirements.
- Work with SORD to align support of after-hours events and ECCs with Head Office security access.

Emergency and Incident Response

- Maintain and implement (as required) emergency response plans for reception services and hosted events.
- Respond to front-of-house/reception incidents in line with security protocols.

Relationship Management

- Develop and maintain key relationships both internally and externally to advance the team's objectives.

Knowledge Management

- 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.

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.
- All other duties as reasonably requested by the employer.

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

The Hosting and Reception Lead will have the following experience, skills and knowledge:

Experience

- A minimum of 5 years in corporate reception/front-of-house management experience is required.
- High level of experience in delivering and improving reception and visitor management services in a commercial or government office environment.
- Strong experience in provision of facilities and services to support hosting/events/large meetings.
- Experience in leading a front of house function and managing and responding to changing business needs.
- Experience supervising, directing, and managing workflow and performance of team members.
- Experience and understanding of digital visitor management system/tools.
- Experience in managing organisation and stakeholder communications for your function.

Skills and knowledge

- Ability to build, maintain and leverage relationships with key internal and external contacts.
- Strong written and verbal communication skills
- Strong planning and organising skills.
- Knowledge of the Health & Safety at Work Act 2015 principles
- Excellent time management skills with a proven ability to effectively prioritise and execute tasks in a highly pressured environment.
- A strong focus on quality and attention to detail
- Competent in the Microsoft Office suite of products
- A general understanding of how the public service operates and Government decision making processes.
- Ability to work effectively with colleagues across MFAT.
- Good judgment and decision-making skills
- Demonstrates a high level of integrity and discretion and a strong ethical approach.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

The Hosting and Reception Lead is required to build and maintain the following relationships:

Within the Ministry

- People and Operations (P&O) Leadership Team
- Asset Management Division (AMD)
- Security (SORD)
- Information Management Division (IMD)
- Health & Safety at Work team (PEP)
- All Wellington based staff.

Outside the Ministry

- Landlords/Building owners
- Other tenants/sub-tenants
- Service providers
- Visitors to MFAT
- Contractors

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 New Zealand citizenship.
- 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/>