

Position Description

Position Title - Ingoa Tūranga

Team Administrator / Development Support Officer

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

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 and 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.

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 role of the Team Administrator (TA) will provide a broad range of general and specialised administrative services to the PIF Taskforce Director and team.

This role will provide high-quality administrative and coordination support to the Taskforce team and Director, ensuring the smooth running of day-to-day team operations while helping establish effective systems, processes and team practices.

This is a fast-paced, dynamic position well suited to a proactive and adaptable person who enjoys working with people, thrives in a changing environment and takes pride in helping others succeed. As the team expands rapidly, the Team Administrator will be a key point of contact for onboarding new staff and fostering a positive, welcoming team culture.

The Taskforce is based in Wellington, but the role will support significant activity by team members working in or travelling to Auckland. Occasional travel to Auckland may be required for this role.

Key Accountabilities - Kawenga Matua

Team Administration and Co-ordination

- Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment that supports the Pacific Islands Taskforce Forum Director and team members.
- Provide comprehensive administrative support to the Taskforce team.
- Coordinate domestic and international travel arrangements, working closely with travel providers including Orbit.
- Process invoices and support financial administration activities.
- Maintain records and documentation in accordance with organisational requirements, including filing and records management in the document management system.
- Coordinate and organise meetings, workshops and events involving internal and external stakeholders.
- Prepare meeting materials, agendas and supporting documentation as required.
- Establish and manage team communication channels as required (e.g., Teams and WhatsApp groups etc).

Executive Support to the PIF Taskforce Director

- Manage the Director's calendar and scheduling requirements.
- Coordinate travel and logistical arrangements for the Director.
- Assist with the preparation of presentations, briefing materials and meeting papers.
- Support the Director with administrative, financial and coordination activities to ensure effective delivery of Taskforce priorities.

Onboarding and Team Support

- Coordinate the recruitment and induction processes for both staff and contractors
- Coordinate onboarding activities for new team members joining the Taskforce
- Support training and problem for team members to operate MFAT platforms.
- Act as a "buddy" for new staff, helping them navigate systems, processes and team ways of working.
- Support the creation of a positive and inclusive team culture across Wellington and Auckland-based activities.
- Foster strong working relationships and contribute to a collaborative, can-do team environment.
- Assist as required with team member's travel arrangements

Systems and Process Improvement

- Help establish and improve administrative systems, processes and practices for the Taskforce.
- Support the development of effective record-keeping and corporate hygiene processes.
- Identify opportunities to improve efficiency and consistency in administrative operations.
- Contribute to building sustainable ways of working in a rapidly evolving environment.
- Coordinate the collation and dissemination of management reports.

- Coordinate small projects from time to time as required.
- Drive process improvement as it relates to administrative process.
- Provide support (including minute taking) to meetings and other decision-making processes and ensure the allocation of action points.
- Support (contribute and be active in) team workforce planning across the Division to ensure appropriate allocation of resources across programme and activity management.

Contract Administration

- Support staff with contract administration.

Information Management

- Interpret and maintain programme databases and information tools e.g. contract management spreadsheets, contact lists for the team.
- Undertake management of mail outs and distribution of material (if required)
- Coordinate Division website and intranet updates (if required)
- Respond to general enquiries and routine correspondence through PIF27 Taskforce mailbox

Event Delivery

- Provide secretariat and administrative support for internal and external meetings with partners and stakeholders (e.g., Inter-agency Steering Committees).
- Arrange and organise functions, meetings, workshops and training events.
- Organise and participate in team planning meetings and processes as required;
- Prepare, compile and format presentations as required.

Financial Administration

- Support the Director and Programme Manager to track, report on and manage the PIF Taskforce budget.
- Ensure appropriate approvals for purchasing and travel are sought in accordance with existing policies and financial approvals
- Order goods using approved procurement channels and providers as approved by managers
- Process departmental invoices as required
- Assist with the creation, processing, and monitoring of Purchase Orders
- Check and deliver receipted goods as needed, and reconcile with invoices
- Provide timely and accurate advice to division staff on Ministry financial policy and procedures. Support individuals to complete credit card expense reports.

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.

Knowledge Management

- Contribute to PDG cross-functional teams tasked with the development of or improvements to PDG systems, strategies, or policies.
- 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, and maintaining an up-to-date Desk file for this role.

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

The Team Administrator will have the following experience, skills and knowledge:

Experience:

- Proven experience in an administrative, team coordination or executive support roles.
- Experience coordinating complex travel arrangements and logistics.
- Strong organisational and time management skills, with the ability to manage multiple priorities simultaneously.
- Excellent written and verbal communication skills.

- Experience organising meetings, events and stakeholder engagements.
- Confidence using document and records management systems and Microsoft Office applications.
- Strong attention to detail and commitment to high-quality administration.

Personal Attributes

- A genuine people person who enjoys supporting others and helping new team members settle in and succeed.
- Positive, approachable and highly collaborative.
- Flexible and adaptable, with the ability to thrive in a fast-changing environment.
- Resourceful and proactive, with a willingness to create systems and solutions where they do not yet exist.
- Comfortable working with ambiguity and changing priorities.
- Committed to fostering a positive, inclusive and high-performing team culture.

Skills and knowledge:

- Strong written and verbal communication skills, with the ability to prepare reports, presentations and correspondence, and communicate information clearly and effectively.
- A strong customer focus, with the ability to build and maintain effective working relationships with a diverse range of stakeholders.
- Well-developed planning, organisational and time management skills, including the ability to prioritise competing demands, meet deadlines and work effectively under pressure.
- Experience and confidence using meeting and presentation technologies such as Teams and PowerPoint, and in using group communications platforms such as WhatsApp.
- Strong analytical, problem-solving and decision-making skills, including the ability to anticipate issues, identify risks and develop practical solutions.
- Sound financial management knowledge and numeracy skills, including experience with budget administration, expenditure monitoring and financial reporting.
- Proven ability to develop, implement and maintain effective systems, processes and administrative practices.
- Strong attention to detail and commitment to delivering high-quality work.
- Ability to work with a range of management support systems, analyses information, and collate and present information in a clear and meaningful manner.
- Ability to work collaboratively and effectively with colleagues across the Taskforce, wider Ministry and external organisations.
- Demonstrated commitment to continuous improvement, learning and professional development.
- High levels of integrity, discretion and professionalism, with a strong ethical approach to managing information and relationships.
- Experience providing administrative, operational or coordination support within a complex or fast-paced environment.

Desirable

- An understanding of Te Tiriti o Waitangi/The Treaty of Waitangi and its application within the public sector.
- Awareness of Te Reo Māori, tikanga Māori and Māori customs and protocols.
- An appreciation of cultural diversity and the ability to work effectively with Māori, Pacific peoples and other communities.

Relationships - Pātahitanga

The Team Administrator/Development Support Officer position is required to build and maintain the following relationships:

Within the Ministry:

- PIF Taskforce Director and team members
- Divisional and/or Unit Managers
- Group Business Manager
- Group Business Accountant
- Team Leader Business Services
- Group and division staff
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- Partners and stakeholders involved in PIF27
 - Other government departments and agencies
 - Members of the Diplomatic Corps and their staff
 - Travel providers, i.e. Orbit
 - Service Providers
 - Other organisations and individuals as appropriate
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Delegations - Whakatautapatanga

- The role is responsible for the management of nil direct reports.
 - 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 New Zealand Permanent Resident.
 - 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/>