

## Position Title - Ingoa Tūranga

Team Administrator, Auckland Office

## Group - Puni

Trade and Economic Group (TEG)

## Division - Tānga

Economic Division (ECO)

## Reports to - Menetia

Director, Auckland Office

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## 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 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 kounga, 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.

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## 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.

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## 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 Group

The Trade and Economic Group (TEG) leads the negotiation and implementation of New Zealand's bilateral and regional Free Trade Agreements (FTA), and the studies that generally precede them. TEG also leads New Zealand's engagement with the World Trade Organisation (WTO), and the various plurilateral negotiations that have emerged in Geneva. TEG provides technical advice, with Legal Division, on the consistency of domestic policy with WTO and FTA commitments, and on market access and trade policy issues affecting New Zealand exporters of goods and services and New Zealand's international relations. TEG also leads engagement with global economic organisations such as the OECD and G20 and the policy dialogue in Wellington with other internationally focussed economic agencies – particularly in important export sectors such as science and innovation, education and tourism. It also provides economic analysis to the rest of the Ministry, and engages with key exporters in order that MFAT assistance to those exporters can be effectively targeted.

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## About the Unit

The Auckland office supports New Zealand's trade objectives, leads engagement with the Auckland business and exporter community, as well as a wider group of stakeholders with the aim of better connecting Auckland to the Government in Wellington, and to the NZ Inc off-shore network

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## About the Position - Mō te Tūranga

- Participating in MFAT emergency responses as required. This may include work outside of normal hours.
  - The Team Administrator in the Auckland Office is a diverse role which supports the effectiveness of the Ministry's Auckland Office. The main responsibilities are to support the organisation of visits and events managed by the Auckland Office, assist with social media, schedule meetings for the team and help with pre-posting programmes, deal with general and consular enquiries received by the Ministry in Auckland, and manage the security of the Office. This person will work closely with staff across the Ministry, Ministerial Offices, Auckland City institutions, the Auckland-based diplomatic and consular corps and with external events service providers to undertake this programme of work.
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## Key Accountabilities - Kawenga Matua

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

### Administration Support

- Executive Assistant (EA) Support and Diary Management (to be carried out periodically in the absence of the EA or to provide support)
- Responsible for disaster preparedness and business continuity planning
- Support Director for meetings, events, as well as tracking of movements and screening and placing of calls.
- Collation of information for Director.
- Provide timely responses to invitations & requests.
- Monitor and prompt action of emails, ensuring respective manager is alerted to issues/risks.
- Backup support for budgets.
- Invoicing/coding for Auckland office.
- Ensuring timeliness/procedures followed for processing of Diplomatic visas.
- Writing of formal Notes to Embassies (Third Person Notes).
- Printing as required for visiting Ministers.

### Travel Administration/Logistics

- Liaison with Orbit (MFAT travel provider) on all domestic & international travel requirements.
- Completion of Travel booking implementing Oracle travel and expense processes and ensuring correct charge codes used/splitting of costs to other divisions within MFAT.
- Seek appropriate approvals within MFAT management.
- Super User for the MFAT Oracle accounting system to provide guidance and support to Auckland staff.

### Social Media Management

- Manage the Auckland Engagement team's social media accounts and provide frequent analytical updates to the team.
- Frequently post Auckland Engagement Team's engagements and events on both twitter and LinkedIn accounts.
- Work with MFAT's Social Media team to do basic editing of videos for social media posts

### Visits and Events Programme

- Work with Director/Auckland team along with relevant Wellington divisional staff including the Visits and Event Logistics Unit (VELU) to assist with the provision of advice on policy objectives and visit programme targets for high level visits and events that occur in Auckland.
- Plan and project manage logistical aspects of visits and events for which the Auckland Office has responsibility, including visit programmes in Auckland for MFAT leaders and staff, including pre-posting programmes.
- Support the Director of the Auckland Office through the planning and management of Ministerial/SLT and Divisional Manager outreach programmes.
- Where necessary assist Wellington divisions with the escorting of visitors, taking notes, recording and reporting outcomes of visits and meetings and ensuring follow-up actions agreed with managers and post.
- Plan and manage events involving the Minister of Foreign Affairs and the Minister of Trade in the Auckland Office.
- Ensure the Visits and Events Register on Te Aka and TEG Management tracker is effectively maintained and kept current – particularly in relation to Auckland events and activities.
- Liaise with key stakeholders and embassy representatives on visit arrangements in Auckland.
- Arrange for travel, accommodation, meetings luncheons/dinners and recreational activities for in-house managed visits and events as required including visitor escort

#### Security

- Ensure that emails and other communications have the correct protective markings and that other Ministry security protocols are being followed

#### 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
- Having the flexibility to work after-hours if required and ensuring the smooth running of the Auckland office.
- Participate in Ministry-wide projects and emergency responses as required.

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

The TEAM ADMINISTRATOR will have the following experience, skills and knowledge:

Experience:

- A relevant tertiary qualification is preferred, or equivalent experience, a minimum of two to three years' in an administrative role
- Experience in visits and event management in either Government or private sector
- Experience managing external service providers and suppliers

Skills and knowledge:

- Ability to contribute to and work within a team
- Sound written and oral communication skills
- Ability to build and maintain effective relationships with a range of people
- Expert in Microsoft Office suite, including Outlook, Word and Excel
- A good understanding of financial management and good numeracy skills
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Sound understanding of tikanga and Treaty of Waitangi principles
- Strong customer focus
- Sound judgement and decision making skills
- Excellent time management skills

- Commitment to continuous improvement
- Ability to anticipate issues and problems and think of creative solutions
- Demonstrates the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- Demonstrates integrity, discretion and an ethical approach
- Strong focus on quality and attention to detail
- Sound understanding of tikanga and Te Tiriti o Waitangi principles

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### Relationships - Pātahitanga

The TEAM ADMINISTRATOR position is required to build and maintain the following relationships:

Within the Ministry:

- Chief Executive
- Senior Leadership Team
- Chief of Staff
- All Ministry divisional managers
- Direct reports and Heads of Mission
- Other MFAT staff, both onshore and offshore
  
- Director of the Auckland Office
- Auckland office staff
- Chief of Protocol and Unit Manager Protocol, Ceremonies and Honours
- Visits & Events Logistics Unit (VELU) staff
- TEG staff

Outside the Ministry:

- E.g. Minister/s
- Senior Representatives of other government departments and agencies
- Foreign governments and their diplomatic missions
- Business, academia, regional and international organisations and institutions, Maori and the wider community
  
- NZTE Office (co-located)
- Visits and Ceremonial Office ( Department of Internal Affairs)
- Auckland Unlimited and the Auckland City Council
- Other government departments and agencies
- Diplomatic and consular missions in New Zealand and offshore, especially consulates based in Auckland
- Hospitality Industry

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

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### References

- **Ministry's Strategic Intentions 2021-2025**  
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>