

## Position Description

### Position Title - Ingoa Tūranga

Team Administrator (401250)

### Group - Puni

People and Operations Group (P&O)

### Division - Tānga

Deputy Chief Executive, People and Operations

### Reports to - Menetia

Team Leader Business Support (403423)

### 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 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.

### 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.

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### About the Position - Mō te Tūranga

The Team Administrator provides a variety of general and specialised administrative support services to the Division, Group and the Ministry as a whole. Each Team Administrator will work primarily for a specific team/division but day to day tasks may change depending on workloads and requirements of both the Group and Ministry. The administration team work together to provide seamless administrative support across the whole Group. The team report to the Team Leader Business Support and are guided by the Group Business Manager.

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

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### Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's vision and mission:

#### Administration support

- Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment that supports the Division / Group's work programme
- Support and assist Divisional Managers and Unit Managers to meet all their organisational / group responsibilities that relate to administration including but not limited to:
  - diary management for Divisional Managers
  - provision of hospitality to visitors
  - undertaking basic research
  - preparation and response to routine correspondence
  - distributing divisional mail
- Coordinate the collation and dissemination of management reports
- Distribute classified documents ensuring division staff are aware of classified document handling protocols
- Provide assistance with finalising submissions, official correspondence, briefs and cabinet papers for staff
- Coordinate small projects from time to time as required
- Proactively maintain and support the databases, websites and intranet for Division or Group
- Provide on-going support to division staff (especially new staff) including guidance on Ministry procedures and work methods
- Drive process improvement as it relates to administrative process
- Provide back up and assistance across the wider Ministry as directed by the Team Leader Business Support
- Coordinate response to key compliance processes including all responses to OIA, Parliamentary Questions (PQs) and Ministerial requests for the team and ensure that the Group meets their deadlines
- Provide support (including minute taking) to meetings and other decision-making processes and ensure the allocation of action points
- Develop and maintain effective team administration networks across the Ministry

#### Event Administration

- Arrange and organise functions, meetings, workshops and training events.
- Organise and participate in division planning meetings and processes as required, including annual operational planning workshops.
- Compile and format presentations as required.

#### Recruitment Administration

- Coordinate the recruitment and induction processes for both staff and contractors within the group / division
- Monitor the Ministry recruitment system to ensure that it is being managed appropriately

#### Travel Administration / Logistics

- Liaise with the Ministry's travel provider to arrange all aspects of the division's domestic and international travel in accordance with existing policies and financial approvals
- Where required, arrange other logistical travel requirements
- Provide timely and accurate advice to division staff on the Ministry travel policy
- Arrange for invoices to be raised by Finance Division to recover costs of interagency travel
- Maintain, track, monitor and update travel plans for the division; with monthly reports on travel expenditure provided to Budget Managers
- Reconcile travel undertaken by Divisional Managers

#### Financial and Procurement Administration

- Assist with budget forecasting, estimates and monitoring in coordination with Divisional Manager and Group Business Accountant
- Arrange appropriate signoff for purchase orders/invoices within agreed timeframes
- Ensure appropriate approvals for purchasing and travel are being sought in accordance with existing policies and financial approvals
- Order goods and services using approved procurement channels and providers as approved by managers
- Check and deliver receipted goods as needed, and reconcile with purchase orders

- Assist the Divisional Manager with the management and reconciliation of expenses and credit cards.
- Assist Budget Managers with monthly variance reports

#### 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

#### Health and safety

- The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.
- You are responsible for:
  - taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
  - complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015
  - cooperating with health and safety policies and procedures
  - identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
  - identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
  - raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
  - ensuring that all health and safety incidents, injuries, near misses are immediately reported through Risk Manager reporting tool
  - ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

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

- Minimum of two to three years' experience in an administrative role
- 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
- 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
- A good understanding of how Government works
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

#### Relationships – Pātahitanga

The Team Administrator position is required to build and maintain the following relationships:

Within the Ministry:

- Deputy Chief Executive People and Operations Group
- Divisional Managers within People and Operations Group

- Group Business Managers
- Executive Assistants and other Team Administrators across the Ministry
- Key support functions across the Ministry
- Other MFAT staff, both onshore and offshore

Outside the Ministry

- Government departments/agencies
- MFAT travel provider
- Business sector
- Members of the Diplomatic Corps and their staff
- Service Providers and Vendors

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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.
- 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/>