

## Position Title - Ingoa Tūranga

Senior Adviser Aorere Community Support (401208)

## Group - Puni

People and Operations

## Division - Tānga

People Division | Kura Tangata

## Reports to - Menetia

Team Manager Workplace Support

---

### 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 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.

## About the Position - Mō te Tūranga

Acknowledging the challenges staff and their families can experience while heading offshore, or in transition to and from posting, the Senior Adviser Aorere Community Support position provides support, advice and relationship management services to staff, partners and their families with particular emphasis on pastoral care for those required to live overseas. The position works closely with internal and external stakeholders to ensure that aligned processes, practices and programmes support a positive posting experience. The position also represents staff and partner interests and challenges not just within the Ministry but also across other agencies, ensuring that policy advice and programmes can take these into account.

The role of the People Division is to ensure the Ministry has the people and culture to deliver on the Government's priorities. The People Division provides strategic advice and thought leadership to support the Ministry's people vision and to inform strategic people related discussions and decision making.

The People Division are thought leaders in the areas of people advice; wellbeing and careers advice, organisational development and design; organisational culture; learning and development; health and safety; data, systems and insights.

The People Division is also responsible for the design and delivery of a range of Ministry-wide people policies, operational people processes, and systems aimed at ensuring that employees feel support and enabled to do their best work, and managers have access to the best possible advice, support, and systems to motivate, develop and manage their people. People Division activities shape the Ministry's employee experience, as well as ensuring the right processes and systems are in place to do the basics well.

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 accountabilities of this position assist in delivering the Ministry's purpose:

### Act as a trusted adviser

- Provide information and advice to staff, partners and their families going on posting or returning to New Zealand. This includes the provision of support to partners and their families who may be unfamiliar with MFAT policies, services or processes that may affect them during a posting.
- Access expertise from specialists with the wider People Division to ensure that the advice, support and solutions provided are considered best practice and consistent with the People Strategy.

### Act as a subject matter expert and provide a focal point for information and communication between the Ministry and partners/families

- Provide policy advice and representation to MFAT staff networks and working groups affecting the interests of staff and families offshore and monitor new legislation and where there is MFAT interest, ensure appropriate input is provided.
- Drive the provision of Dependent Employment Arrangements to allow staff dependants and family to work offshore during a posting. This includes coordinating the negotiation of Dependent Employment Arrangements (DEAs) by working with Legal, Protocol, and regional divisions, and posts to assess which DEAs to negotiate; overseeing the progress of negotiations and maintaining up to date information on existing DEAs.
- Monitor and drive the updates of post reports across the network.

### Provide a focal point for information and communication between the Ministry and partners/families

- Stay in touch with partners/spouses via newsletters and other regular communications.
- Maintain up-to-date information on childcare and school holiday programmes.
- Coordinate a range of forums on topics of relevance and interest to staff, partners, and their families
- Conduct surveys and collate feedback on issues affecting partner and families as appropriate.

### Support Services

- Provide appropriate support to all staff spouses/partners, and their families if it affects travelling/living overseas. This includes comprehensive pre-post briefings to staff and families in preparation for an overseas posting, and debriefing those who have returned. This may include support where issues are identified, and appropriate support mechanisms need to be put in place in response.
- Manage the study assistance grant for partners/spouses and their families.

### Manage key relationships

- Develop trust and credibility with partners, leaders, managers, and staff.
- Work collaboratively with the others in the PEP division to ensure our people leaders and staff receive timely and high quality practical and operational advice and support.
- Develop partnerships and strong working relationships with a wide range of stakeholders and networks across the Ministry, in the public sector generally, and with suppliers. This includes the NZ-Inc agencies with strong emphasis on their offshore and pre-posting groups.

### Individual leadership and team contribution

- Identify opportunities for process and system improvements and work with the team to implement these as appropriate.

- Proactively share information and knowledge across the People function supporting the alignment of teams to provide quality and consistent service.
- Contribute to a collaborative culture, shared commitment and achievement of outcomes to the direction of the People Division.
- Contribute to building a high performance and development focused culture in the People Division.
- Contribute to building the People brand and profile of the Workplace Experience and Capability team (and wider People function).
- Proactively identify opportunities for sharing information and learning.

### 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 Senior Adviser Aorere Community Support will have the following qualifications, experience, skills and knowledge:

#### Qualifications

- Degree in Human Resources, Social Services or an equivalent qualification from a related field; or equivalent level of experience working in a related field.

#### Experience

- 5 years work experience in HR, social services or related fields. Offshore and cross-cultural experience will be important to understand the general environment our staff and partners are living and working in.
- Knowledge and understanding of people policies, processes and systems.
- Proven ability in building strong relationships with stakeholders at all levels.

#### Skills and knowledge

- Excellent oral and written communication skills with the ability to convey information logically and concisely to a broad range of people.
- Well-developed ability to analyse and interpret complex information, solve problems and make effective, well-reasoned decisions.
- Highly organised, with strong planning and time-management skills.
- Able to prioritise workload and manage multiple tasks simultaneously.
- Strong facilitation skills and able to lead sessions with a range of staff groups.
- A customer centric mindset.
- Inclusive and adaptive working style and the ability to influence and develop trust and credibility with key stakeholders.
- A growth mindset and perpetual learner.
- Ability to work with staff from all levels of the organisation.
- High levels of self-awareness, agility, and resilience.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

### Relationships - Pātahitanga

The Senior Capability and Culture Adviser position is required to build and maintain the following relationships:

#### Within the Ministry:

- People Division, including Chief People Officer and People leadership team
- Staff across the People, Protocol and Security Divisions
- Transfer Teams
- Overseas Posts
- Managers and staff across the Ministry, with particular focus on staff posted off-shore

#### Outside the Ministry:

- Partners/Spouses and families
- External Service Providers
- NZ Inc Agencies

---

### 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 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/>