

## Position Description

### Position Title - Ingoa Tūranga

Security & Resilience Coordinator (402758, 402759, 402760, 401294)

### Group - Puni

People and Operations Group

### Division - Tānga

Security & Organisational Resilience Division (SORD)

### Reports to - Menetia

Team Leader Front Desk (403561)

### 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.

### 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 Security & Resilience Coordinator provides a key service to the Ministry. This role delivers first line security and resilience services as well as ensuring the overall coordination of the key services of the division. The role has a vital part to play in quality customer service as well as smooth and efficient operations to help keep our people and information safe wherever we are in the world.

The Operations team is responsible for the monitoring and maintenance of access control and CCTV systems; implementation of core Security and Resilience education and briefings; delivery of operational threat and risk assessment, delivery of mail services including the safe-hand courier service, management of key security contracts, direct management of security and emergency facilities in New Zealand, advice on crisis management on and off-shore; implementation of travel risk management and implementation of personnel security. Every member of the coordinator team will have responsibilities across a range of activities.

This role operates in a team and shares responsibilities with others in the unit. This role may be required to travel from time to time.

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 role assist in delivering the Ministry's purpose:

**Note:** The role will contain parts of all the responsibilities below, but each individual will have a specific set of responsibilities within one of two key areas.

- Management of security or resilience mailbox, ensuring that queries, questions or concerns from the Ministry's network of Posts are responded to in an appropriate and timely way
- Ensuring the timely dissemination of key risk and management information to the appropriate parties that comes in via email
- Coordination of the Ministry's clearance processes, including engaging with individuals and external parties to move applications through the system
- Coordination of the Ministry's access card processes, including liaising with vendors and posts to resolve issues and set up new systems
- Logistical coordination of the Ministry's Safe Hand services, including, from time to time, providing safehand services off-shore
- Coordination of reporting, risk assessments and other key operational documents
- Provide coordination support for the stand-up of the Emergency Coordination Centre and undertake the logistics role in the early stages of a crisis
- Coordinate processes to populate and manage emergency management staff lists in preparation for an event
- Assist with maintenance of key security systems and practices in New Zealand
- Support the smooth delivery of training and engagement events and/or systems through coordination of content, liaising with suppliers, logistics support and delivery support as needed
- Track and ensure timely responses to all key SORD responsibilities, including preparation of briefings and responses to ministerial, parliamentary questions, and Official Information Act Requests
- Coordination of key regular Ministry activities that are owned by the Division
- Maintain SORD travel plan and tracker
- Supporting the auditing and reviewing key processes to ensure they are fit for purpose
- Identify and take advantage of opportunities so there is continuous improvement in business processes, and improved value is delivered to stakeholders
- Coordinate rosters for key activities within the Division

#### Relationship and Stakeholder Management

- Develop a relationship with Posts and ensure their issues are understood and managed through the appropriate channels
- Establish and maintain productive and harmonious working relationships across all internal/ external stakeholders
- Utilise communication and relationship management activities to facilitate buy-in and co-operation, builds understanding, agreement and supports required actions associated with delivery
- Build relationships with staff on and offshore to continually improve service delivery and cross agency collaboration.
- Actively seek and act on feedback, referring when required, to ensure that the best possible outcome is achieved
- Make a noticeable positive contribution to the enhancement of our reputation for professionalism and responsiveness

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

The Security & Resilience Coordinator will have the following experience, skills and knowledge:

Experience:

- Previous experience as a coordinator or administrator scheduling and coordinating a range of interconnected activities

Skills and knowledge:

- Well-developed planning and organisational skills
  - Very confident with technology and able to quickly learn and operate different systems
  - Ability to contribute to, and work closely with a team
  - Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
  - Sound judgement and decision making skills
  - Strong written and oral communications skills
  - Strong relationship management skills
  - Confident with internal customers
  - Ability to work under pressure
  - Strong qualitative and quantitative analytical skills
  - Commitment to continuous improvement
  - Demonstrates integrity, discretion and an ethical approach
  - Demonstrates the drive and ability to improve own capability, including self-awareness and self-improvement focus
  - Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
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### Relationships - Pātahitanga

The Security & Resilience Coordinator position is required to build and maintain the following relationships:

Within the Ministry:

- All staff on and offshore
- Post Security Officers
- Key staff who operate related process across People and Operations Group
- Divisional and/or Unit Manager
- SORD team

Outside the Ministry:

- NZSIS & GCSB
  - NZ Inc Safehand Contacts & Airport Staff
  - Technical specialists
  - Suppliers 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/>