

Position Description

Position Title - Ingoa Tūranga

Principal Adviser – Language Capability (P403790)

Group - Puni

People and Operations

Division - Tānga

People Division

Reports to - Menetia

Team Manager - Capability

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.

About the Position - Mō te Tūranga

The Principal Adviser Language Capability is responsible for progressing the implementation of MFAT's language capability initiative.

The role leads the implementation, evaluation, and continuous improvement, of language capability frameworks, policies, programmes and standards relating to development of foreign language capability in MFAT's workforce.

The Principal Adviser provides expert advice on language capability requirements across the Ministry and works closely with leaders, business groups, international divisions, posts and specialist stakeholders to ensure language capability is aligned to organisational priorities and future workforce needs.

The role is responsible for maintaining oversight of language capability pathways, language assessment approaches, learning investments, and capability data that supports strategic workforce planning.

Key Accountabilities - Kawenga Matua

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

Lead language capability initiative implementation:

- Maintain the Ministry's language capability, framework, policies and procedures.
- Review and update language training policies and procedures to ensure they remain fit for purpose and aligned with desired outcomes of the language capability initiative.
- Determine and periodically review language designation requirements, including training duration and location.
- Develop recommendations on the future direction of the Ministry's language capability programme and associated investment priorities.

Workforce planning, data and insights:

- Establish a comprehensive language capability dataset to support workforce planning, investment decisions and organisational capability reporting.
- Ensure robust data governance and quality assurance processes for language capability information.
- Integrate language capability data into recruitment, talent management, and posting processes.
- Develop reporting and analytical products that provide strategic insights into language capability trends, risks and opportunities.
- Work with the systems team and business groups to strengthen organisational information on language capability outcomes.

Language capability programme leadership:

- Develop career guidance and pathways that support language capability acquisition and professional growth.
- Establish clear expectations and guidance for managers and staff participating in language training programmes.
- Develop performance management frameworks and guidance for staff undertaking or completing language training.
- Explore and implement innovative approaches to language capability assessment and development, including aptitude testing and use of technology.

Financial stewardship and investment management:

- Monitor and report on Ministry expenditure related to language capability and language learning initiatives.
- Work with the Finance Division to ensure language capability investments are accurately tracked and reported.
- Provide strategic advice on allocation of language capability resources and investment priorities.
- Identify opportunities to improve value for money and achieve efficiencies across language capability investments.

Procurement and contract management:

- Lead procurement activities associated with language learning, assessment and related capability services.
- Manage relationships with language providers and assess provider performance against agreed standards and outcomes.
- Monitor provider quality and contract performance through feedback, evaluation and review processes.
- Identify and implement opportunities to improve the effectiveness, quality and efficiency of contracted language services.

Monitoring, evaluation and strategic reporting

- Develop evaluation frameworks to assess the effectiveness and return on investment of language capability initiatives.
- Prepare regular progress reports for senior leaders and governance groups.
- Report on programme outcomes, risks, expenditure and emerging issues.
- Provide strategic recommendations to support future investment decisions and programme direction.

Manage key relationships:

- Establish and manage a Language Capability Investment Group to guide the investment in language capability.

- Work closely with Group Business Managers to ensure the intent of the Language Capability Initiative is reflected in practice.
- Develop trust and credibility with leaders, managers, and employees.
- Work collaboratively with the others in the Workplace Experience and Capability team, HR, regional divisions and business groups to ensure staff undertaking language training receive appropriate 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.
- Effectively manage relationships with external leadership / training providers, ensuring a high level of delivery is maintained at all times.

Organisational Responsibilities:

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the work of the Ministry
- 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
- All other duties as requested by the employer

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

The Principal Adviser – Language Capability will have the following experience, skills and knowledge:

Qualifications

- Relevant tertiary qualification in education, languages, organisational development, human resources, adult learning or a related discipline.

Skills

- Expert knowledge of language capability development principles and practice.
- Strong understanding of adult learning, capability development and organisational learning.
- Demonstrated ability to translate strategic intent into practical delivery.
- Highly developed analytical and problem-solving skills.
- Excellent written, verbal and interpersonal communication skills.
- Ability to influence senior stakeholders and build trusted relationships.
- Strong facilitation and engagement skills.
- Experience using data and insights to inform strategic decision-making.
- Understanding of cultural capability and intercultural effectiveness.
- Knowledge of Te Tiriti o Waitangi and its application within the New Zealand public sector.

Experience

- Significant experience in learning and development, ideally in a language building context.
- Demonstrated experience leading complex, organisation-wide programmes and initiatives.
- Proven experience providing strategic advice to senior leaders and governance boards.
- Experience designing and evaluating capability frameworks and development approaches.
- Experience managing stakeholder relationships in large and complex organisations.
- Proven ability to deliver outcomes through influence rather than direct authority.

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 the HR Kiosk
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

Relationships - Pātahitanga

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

Within the Ministry:

- Chief People Officer (DM, People Division)
- Workplace Experience and Capability team
- HR Business Partners
- Group Business Managers
- Divisional Managers
- Senior Leadership team

Outside the Ministry:

- Language training and assessment providers
- Public Service Commission
- Tertiary Education providers
- Government language capability networks
- Relevant external subject matter experts and consultants

Delegations - Whakatautapatanga

- The position holds no delegations

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.

References

- **Ministry's Strategic Intentions 2019-2023**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>