

Position Description

Position Title - Ingoa Tūranga

Security and Resilience Adviser

Group - Puni

People and Operations

Division - Tānga

Security and Organisational Resilience Division (SORD)

Reports to - Menetia

Security and Resilience Operations Unit Manager

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

The Security and Resilience Adviser provides a key service to the Ministry. This role delivers security and resilience advice, ensuring that new and emerging threats that occur both on and off-shore are well understood and appropriate actions taken. The role has a vital part to play in quality customer service as well as smooth and efficient operations to help keep our people, information and assets safe wherever we are in the world. The Operations team is responsible for the monitoring and maintenance of access controls 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 offshore; implementation of travel risk management; implementation of personnel security. Each individual will operate across all or most of these areas with a core focus on ensuring that a specific region is well supported.

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.

Key Accountabilities - Kawenga Matua

The following role specific 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.

- Provide advice and support in relation to general security or resilience queries, questions or concerns from the Ministry's network of Posts and ensure that they are answered appropriately and in a timely way, redirecting inquiries to subject matter expertise where required
- Provide key practical support to two regions, working closely with the Senior Adviser to provide quality advice and guidance, support and information for the region and particularly for PSOs in complex environments
- Support the implementation of the Security and Organisational Resilience division's vision and strategy
- Interpret policy and procedures consistently and objectively
- Work with managers to ensure compliance with MFAT Security and Resilience policies and procedures by analysing key risk and management information, helping people leaders at Post to understand their Security and Resilience risks and how to effectively manage them
- Analysing key risk and management information and ensuring that potential impacts to Posts are well understood in the appropriate areas
- Analysis of data relating to clearance processes and access management to create useful reports as well as identify and scope continuous improvement opportunities
- Scope and, where appropriate, lead the auditing and reviewing of key operational processes to ensure they are fit for purpose
- Ensure that key operational reports are fit for purpose and input the regular operational reports
- Lead low level risk assessment process and provide analysis support for significant risk assessments
- Assist with maintenance of key security systems and practices in New Zealand
- Manage the safehand service operations, engagement and schedules. From time to time, provide safehand services off-shore
- Deliver routine training and briefings as required.
- Analysis of data relating to clearance processes and access management to create useful reports as well as identify and scope continuous improvement opportunities
- Support the creation of key documents to see, track and manage emerging crises
- Periodically provide after hours duty services for emergencies that develop outside working hours
- Support the stand up of the Emergency Coordination Centre and provide support into key crisis roles during the stand up phase as required
- Ensure that core New Zealand based infrastructure that the division is responsible for is well maintained, regularly reviewed and operating effectively
- Provide oversight of key satellite properties in New Zealand to ensure they continue to meet security standards
- Provide security advice for Ministry travellers and other events to mitigate threats and risks internationally and domestically
- This role may, in specific situations, be required to deploy for short periods of time to support a crisis situation offshore

Relationship and Stakeholder Management

- Act as a trusted adviser by developing effective relationships with PSOs in Posts within the allocated region and ensure their issues are understood and managed through the appropriate channels
- Maintain regular proactive contact with the PSOs in Posts and people leaders and managers to ensure awareness of new initiatives, changes or issues at an early stage
- Build trusting and mutually beneficial relationships with the relevant Group Business Managers in New Zealand
- 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, build understanding, agreement and support 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
- Engage with NZ Inc as required to ensure that cross system solutions are found wherever possible and lessons are shared
- Coach Security & Resilience Coordinators to build capability in this area

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.
- 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, including contributing to/presenting at internal learning and development opportunities

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

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

Experience:

- Experience in an environment where risk management is important

Skills and knowledge:

- Demonstrated drive and ability to improve own capability including self-awareness and self-improvement focus
- Show the drive and resilience to contribute proactively and deliver sustainable high performance
- Strong verbal and written skills
- Ability to build, maintain and leverage relationships with key internal and external contacts
- Strong qualitative and quantitative analytical skills
- Good judgement and decision making skills
- Very confident with technology and able to quickly learn and operate different systems
- Ability to work effectively with colleagues within the division and across the group
- 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
- Sound understanding of tikanga and Te Tiriti o Waitangi principles

Relationships - Pātahitanga

The Security and Resilience Adviser is required to build and maintain the following relationships:

Internal:

- 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

External:

- NZSIS, GCSB, NEMA and CTAG
- Counterparts across other Government agencies and the broader public service, particularly those co-located offshore
- Diplomatic Missions' security staff in New Zealand
- NZ Inc Safehand contacts
- Technical specialists
- Suppliers and vendors

Delegations - Whakatautapatanga

- Delegations are set out in the Ministry's Instrument of Delegation.

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/>