

Position Description

Position Title - Ingoa Tūranga

Team Administrator

Group - Puni

Trade and Economic Group (TEG)

Reports to - Menetia

Group Business Manager (TEG)

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/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 Team Administrator provides a variety of general and specialised administrative support services to the Division, Group and the Ministry as a whole. The Team Administrator will work primarily for a specific team, unit or division but day to day tasks may change depending on workloads and requirements of both the Group and Ministry. Team Administrators may on occasion be required to undertake work for other teams/divisions depending on workload demands. Team Administrators in the Trade and Economic Group (TEG) form a single team and are managed by the Group Business Manager.

Key Accountabilities - Kawenga Matua

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

Administration Support

Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment that supports the Group's work programme.

Support and assist the Group's Managers to meet all their organisational/group responsibilities that relate to administration, including but not limited to:

- Scheduling appointments and meetings as required
- Expenses and claims processing through Ministry financial systems
- Providing hospitality to visitors attending meetings hosted by the Group
- Undertaking basic research as required
- Preparing and responding to routine correspondence
- Distributing divisional mail
- Accompanying and providing support to negotiation teams for virtual meetings or visits
- Assisting the Group Business Manager with human resource and finance administration
- Coordinating the collation and dissemination of management reports
- Distributing classified documents ensuring division staff are aware of classified document handling protocols
- Providing assistance with finalising submissions, official correspondence, briefs and Cabinet papers
- Coordinating small projects from time to time as required
- Proactively maintaining and supporting databases, websites and intranet for the Division/Group
- Assisting with the update of trade related areas of the MFAT website or specialised MFAT-supported internet sites, including uploading market reports to the MFAT website on a regular basis
- Providing on-going support to division staff (especially new staff), including guidance on Ministry procedures and work methods and assisting with setting up induction programmes for new Group staff
- Driving process improvement as it relates to administrative process
- Providing back up and assistance across the wider Ministry as directed by Group Business Manager
- Coordinating responses to key compliance processes
- Providing support (including minute taking) to meetings and other decision-making processes and ensure the allocation of action points.

Event Administration

Support and assist with the arrangements for events, including but not limited to:

- Arranging and organising functions, meetings, workshops and training events, including room setup and catering.
- Organising and participating in the Group's planning meetings and processes as required, including regular team meetings and planning workshops.
- Compiling and formatting presentations as required.

Recruitment Administration

Provide support to the Divisional Manager or Group Business Manager for recruitment of Group staff:

- Coordinating the recruitment and induction processes for both staff and contractors within the Group/Division, including assisting with the advertising and interview arrangements, and setting up induction programmes.

Travel Coordination and Logistics

Assist with travel arrangements for staff, including:

- Liaising with the Ministry's travel provider to arrange all aspects of the Division's domestic and international travel in accordance with the Ministry's policies and financial approvals.
- Where required, arranging other logistical travel requirements, including passport and visa applications for any international travel.
- Providing timely and accurate advice to division staff on the Ministry travel policy.
- Maintaining, tracking, monitoring and updating travel plans for the Division; with monthly reports on travel expenditure provided to Budget Managers.

- Reconciling travel undertaken by Divisional Managers.

Financial Administration

With the Group Business Manager, administer the division's budget including:

- Preparing the budget estimates and updates, and assisting with budget forecasting and monitoring, in coordination with Divisional Manager and Group Business Accountant.
- Checking, coding and arranging appropriate approval of invoices for Finance Division.
- Ensuring appropriate approvals for purchasing and travel are being sought in accordance with existing policies and financial approvals.
- Ordering goods using approved procurement channels and providers.
- Checking receipted goods as needed, and reconcile with invoices.
- Assisting with the management and reconciliation of credit and taxi cards.
- Preparing for management the monthly variance reports and identifying any anomalies.
- Assisting staff to prepare contracts for consultancy services in accordance with Ministry procurement policy.
- Providing accurate and timely advice on the payment of international subscriptions and grants. Ensure all documentation required is supplied, and initiate payments through Finance Division.

Transfers Administration

Coordinate the transfer of staff to the New Zealand post in Geneva, including:

- Coordinating the transfer arrangements, including briefings and flights of staff to the Geneva post, and provide advice on transfer policy, provisions and logistics.
- Scheduling pre-posting briefings with internal and external contacts.
- Setting up induction programmes for staff transferring back from a post into the Group.

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.
- Treat information as taonga, and create reliable and trustworthy records in approved systems so they can be found and used by others.
- 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.
- 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
- Strong focus on quality and attention to detail
- Experience in visits and/or event management
- Well-developed planning, organisational and logistical skills, including ability to prioritise tasks effectively and work under pressure
- Sound written and verbal communication skills
- Ability to work effectively with colleagues and contribute to and work well within a team
- Competent in Microsoft Office suite, including Outlook, Word and Excel
- Sound judgement and decision making skills
- A good understanding of financial management and good numeracy skills
- Strong focus on providing high quality professional service
- Excellent time management skills
- 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
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial

Relationships - Pātahitanga

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

Within the Ministry:

- Group Business Manager and Divisional Manager
- All staff in the Trade and Economic Group
- Executive Assistants and other Team Administrators across the Ministry
- All other divisions in the Ministry, and the Ministry's overseas posts (embassies and high commissions)

Outside the Ministry:

- Government departments/agencies
 - MFAT travel provider
 - Business sector
 - Service Providers
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Delegations - Whakatautapatanga

- The role has no 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 or Permanent Resident visa.
 - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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References

- **Ministry's Strategic Intentions 2024-2028**
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>