

# Position Description

## Position Title - Ingoa Tūranga

Consular Adviser

## Group - Puni

Americas and Asia Group (AAG)

## Division - Tānga

Americas (Los Angeles)

## Reports to - Menetia

Administration Manager

## About the Post

The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade, and consular services in the United States of America.

The Post takes a distinctively New Zealand approach, reflecting New Zealand diversity and heritage and Ministry's values.

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 Post 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 New Zealand Consular Adviser in Los Angeles provides consular services to New Zealand citizens in the 12 Western states of the USA and administrative support to the Consulate-General to help ensure its efficient and smooth running. This varied role covers consular cases, notarial and documentary services, and emergency management services as well as administrative tasks to support the post.

Consular Advisers are responsible for:

- the delivery of consular assistance and support to New Zealanders in distress overseas, in states to which the post is accredited.
- responding to overseas consular emergencies, including preparation and activation of the consular aspects of crises contingency plans.
- And includes the responsibilities of issuing of emergency travel documents and notarial services for New Zealanders.

## Key Accountabilities - Kawenga Matua

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

### **Consular**

- Provide advice and support to New Zealanders overseas and their whānau in times of distress, including (but not limited to) arrest and detention, death, accidents and illness, victims of crime, and family emergencies.
- Understand the complexity and nuances of the local environment in order to develop solutions for NZ citizens requiring consular assistance.
- Work with local hospitals and prisons to ensure NZ citizens hospitalised or imprisoned have access to appropriate advice and services to ensure that they are treated fairly and have access to independent legal advice where required.
- Maintain effective working relationships with MFAT Wellington Consular Division to facilitate a collaborative and joined up approach to the overall management of consular cases. Keeping Consular Division informed of complex or high-profile cases and minimise the risk associated with this.
- Being the principal Consulate manager of SafeCase (consular software system) for consular cases, ensuring SafeCase is kept up to date by regularly entering details of consular cases, including the completion of the monthly statistical log.
- Being principal Consulate manager of SafeTravel for the 12 states the Consulate has direct supervisory responsibilities for, using the database for consular messages, including for disaster preparedness warnings.
- Building and maintaining a database of contacts among local authorities (e.g. Homeland Security removals officers and through Honorary Consuls network) and consular staff at other posts including through the Los Angeles Consular Corps and Office of Foreign Missions.
- Building and maintaining strong working relationships with key internal and external stakeholders (e.g. other Consulates, Law Enforcement Agencies).
- Preparing reporting on any consular issues of relevance to the wider MFAT and New Zealand Government network.
- Provide support on consular issues for Honorary Consuls.
- Sending consular updates as required to other US Posts and reporting to the Honorary Consul network.
- Promote the SafeTravel website, including the registration of New Zealanders.

### **Notarial and Documentary Services**

- Being first responder for consular services such as handling authentication and certification of documents.
- Provide accurate advice and appropriate service for the notarisisation and witnessing of documents, and the taking of statutory declarations for use in New Zealand. Ensure appropriate fees are charged.
- Preparation of various statutory documents for signatures by seconded staff.
- Collection and receipt of fees.

### **Statutory Services**

- Handle enquiries in relation to Passports, Citizenship and Births, Deaths and Marriages.
- Provide advice to New Zealand citizens on relinquishing New Zealand citizenship and handing in passports.
- Participate in the Post's activities in connection with the New Zealand General Election and By-Elections in accordance with instructions from the Chief Electoral Officer.
- Completion of consular returns.

### **After-hours Consular Duty**

- Participate in the Posts after-hours consular duty roster to provide 24/7 advice and assistance on consular case management and emergency response to New Zealanders overseas, their whānau and to Consular Division.

### **Emergency Travel Documents**

- Examine applications and decide upon issuance of Emergency Travel Document (ETD) Applications
- Ensure accurate ETD data is inputted into TARDIS system and issuance of Emergency Travel Documents.
- Maintain adequate supply of ETD booklets, labels and other materials. Ensure ETD printer and other equipment is correctly functioning.

### **Emergency and Contingency Management Services**

- Manage the Consulate-General's contingency planning documentation and supplies.
- Development, maintenance and implementation of the Post's contingency plan for the 12 western states, including provision for maintaining Post operations and providing consular support to New Zealand Citizens.
- Perform a key role in an emergency response situation.
- Deliver safety and emergency procedures messages and presentations/drills at the Consulate-General on a regular basis.
- Participate in the Post's response to consular emergencies, including natural disasters, terrorist incidents, major accidents, civil unrest and major planned events.

- Liaison and maintenance of relationships with local authorities and staff at other missions to ensure information is current and necessary changes to plans are made.
- Attend relevant training, simulations, information sessions and other events as required.
- Work with the Post Security Officer on relevant matters relating to security.

#### Administration duties

- Ensure all monies for Notarial and ETD applications are accounted for and receipted in accordance with MFAT finance policy.
- Prepare regular fortnightly/monthly reconciliation of receipts and prepare monies and cheques received for banking.
- Cover annual leave for other roles as required
- Provide reception and telephonist duties. Welcome all callers and visitors in a professional, courteous and efficient manner and assist with their requests.
- Screen visitors and contractors to the Consulate-General ensuring electronic devices are stored in accordance with security requirements and reception logbook is signed.
- Clearing of inquiries to the post consular mailbox in a timely and professional manner.
- Support the Consulate-General's workplace culture work, including diversity & inclusion, health and well-being and Mātauranga Māori.

#### Organisational Responsibilities

- Understand the Ministry's Strategic 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.
- Contribute to Ministry-wide projects and emergency response situations.
- 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.
- The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description and within their experience and capabilities as may be from time to time, including back up support to other staff.

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

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

Experience:

- A relevant formal qualification, skills and experience in a relevant industry (e.g. hospital, police, military, insurance, immigration) which has a strong customer or case-management focus or;
- Previous experience working in a Consular environment or client-based services in the US desirable or;
- Five plus years' experience in administrative or similar role.
- Experience and expertise in the delivery of client-based services (for example social work or related professions) or;
- Consular case management experience in an overseas diplomatic or consular post (New Zealand or another country)
- A good understanding of the machinery of New Zealand government and the New Zealand government decision making process

Skills and knowledge:

- Strong communication and interpersonal skills.
- Sound judgement and decision-making skills
- Strong written and verbal skills.
- Ability to build rapport with a range of people.
- Strong stakeholder management skills.
- Ability to work effectively in crisis situations.
- High customer service ethic able to provides services to a wide range of clients including the handling of difficult and distressed clients and those of a sensitive nature.

- Experience in managing sensitive material with a high degree of tact and integrity, and working with a wide range of people across cultural and social boundaries.
- Competency in Microsoft Office suite of products.
- Demonstrated organisation and time management skills.
- Excellent attention to detail and thoroughness in following through tasks.
- Demonstrated problem solving skills with the ability to work with minimum supervision.
- Numeracy and data entry skills.
- Strong skills as a team player
- Display personal integrity, discretion and an honest and ethical approach, strict observance of code of conduct.
- Ability to build, maintain and leverage relationships with internal and external contacts.
- Sound understanding of tikanga and Treaty of Waitangi principles

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### Relationships - Pātahitanga

The Consular Adviser position is required to build and maintain the following relationships:  
Within the Consulate-General and MFAT:

- Administration Manager (line manager)
- Consulate management and other MFAT staff at Post
- The NZ Embassy and US based Consulate-Generals.
- Wellington Consular Division.
- Other Ministry of Foreign Affairs & Trade, staff.

Outside the Consulate:

- New Zealand Citizens.
- Honorary Consuls.
- Consular counterparts in other foreign missions.
- Homeland Security, airport officials and other US-specific stakeholders.
- NZ agency staff located withing the Consulate-General.
- NZ and US Government departments and agencies.
- New Zealand organisations, including Air New Zealand, insurance and travel companies.
- Guests and visitors to the Consulate-General.

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### Delegations - Whakatautapatanga

- The role is not responsible for the management of any direct reports.
- Delegations are set out in the ministry's Instrument of Delegations.

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### Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- Preferably hold New Zealand citizenship or a dual US national. Further consideration will be given to commonwealth citizens of Australian, United Kingdom and Canada.
- Able to obtain and maintain an appropriate New Zealand Government Security clearance, up to Confidential.
- Hold and maintain an appropriate visa to work and remain in the USA (visa will be facilitated by Post if required).
- You must be able to participate in the Posts' after-hours duty roster.
- You must be able to participate in consular emergency responses.

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### References

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