

# Position Description

## Position Title - Ingoa Tūranga

Team Administration (P401010)

## Group - Puni

Deputy Chief Executive Policy (DCEP)

## Division - Tānga

Business Support (GBS)

## Reports to - Menetia

Group Business 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 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 Team Administrator provides a variety of general and specialized 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 each Group form a single team and are managed by the Group Business Manager.

This particular position will be providing support primarily to the Communications Division as well as support or back-up to the other Team Administrators.

- Participating in MFAT emergency responses as required. This may include work outside of normal hours.

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### Key Accountabilities - Kawenga Matua

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

#### Administrative and Team Support

- Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment and support the Group work programmes.
- Support to the Group includes but is not limited to:
  - Scheduling appointments
  - Undertaking basic research
  - Preparation and response to routine correspondence
  - Distributing divisional mail
  - Clearing joint email mailboxes
- Coordinate the collation and dissemination of management reports.
- Ongoing scheduling of the media phone roster (10 staff) to ensure seamless coverage.
- Proactively maintain and support the databases, websites and intranet for Division or Group

#### Event Management

- Arrange and organise functions, meeting, presentations and workshops including room set up, catering and associated documents as appropriate.
- Organise and participate in Division planning meetings and processes as required, including annual operational planning workshops
- Manage and record bookings for the Digital Diplomacy Suite – liaise with staff and training management

#### Travel Administration

- Liaise with the Ministry's travel provider to arrange all domestic and international flights and accommodation within Ministry travel policies and procedures
- Arrange passport issue and visas as appropriate
- Provide timely and accurate advice to division staff on the Ministry travel policy
- Maintain, track, monitor and update travel plans for the division, with monthly reports on travel expenditure provided to Budget Managers
- Support travel reconciliation processes
- Coordinate travel and other logistical arrangements for media delegations travelling in connection with Ministerial visits
- Arrange for invoices to be raised with Finance Division to recover costs of media travel.

#### Financial Administration

- Arrange appropriate signoff for purchase orders/invoices within agreed timeframes.
- Ensure appropriate approvals for purchasing and travel are being sought in accordance with existing policies and financial approvals.
- Order goods using approved procurement channels and provides as approved by managers.
- Coordinate equipment dispatch as needed.
- Check and deliver receipted goods as needed, and reconcile with invoices with purchase orders.
- Assist with budget forecasting, monitoring and budget processes
- Prepare monthly variance reports for budget manager sign-off, identifying any anomalies
- Assist with the management and reconciliation of credit and taxi cards
- Support individuals to complete credit card expense reports

#### Recruitment Administration

- Monitor the Ministry recruitment system to ensure that it is being managed appropriately.

#### Group Responsibilities

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- Participate in continual service improvement initiatives across the Group
- Drive process improvement as it relates to administrative process
- Support and assist Managers to meet all their organisational/Group responsibilities that relate to administration
- Coordinate response to key external compliance processes
- Act as a liaison for all pre-posting training
- Manage small projects from time to time as required
- Maintain key divisional documents including staff contact details, security clearances
- Assist in the recruitment and induction processes for both staff and contractors within the Group and across the Ministry of Foreign Affairs and Trade
- Monitor the Ministry recruitment system to ensure that it is being managed appropriately.
- Coordination of policy review processes
- Coordinate all responses to OIA, Parliamentary Questions (PQs) and Ministerial requests for the team and ensure that the Group meets deadlines.

#### Knowledge Management

- 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.

#### 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 Team Administrator will have the following experience, skills and knowledge:

Experience:

- Ability to contribute to and work within a team
- Ability to build and maintain effective relationships with a range of people
- Minimum of two to three years' experience in an administrative role or relevant qualification
- Strong customer focus
- Strong focus on quality and attention to detail

Skills and knowledge:

- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Expert in Microsoft Office suite, including Outlook, Word and Excel
- Sound written and oral communication skills
- Sound judgement and decision making skills
- Commitment to continuous improvement and 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
- A good understanding of how government works
- Sound understanding of tikanga and Te Tiriti o Waitangi principles

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#### Relationships - Pātahitanga

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

Within the Ministry:

- Divisional Managers within the Group
- Ministry staff within the Group
- Executive Assistants and other Team Administrators across the Ministry

Outside the Ministry:

- Government departments/agencies
  - MFAT travel provider
  - Business sector
  - Members of the Diplomatic Corps and their staff
  - Service Providers and Vendors
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#### Delegations - Whakatautapatanga

- The role is responsible for the management of 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.
  - You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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#### References

- **Ministry's Strategic Intentions 2021-2025**  
Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>