

Position Title - Ingoa Tūranga
Team Administrator (P401985)

Group - Puni
Deputy Chief Executive (Policy)

Division - Tānga
DCE(P) Office

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 hāpori, 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 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 each Group form a single team and are managed by the Group Business Manager

This particular position will be providing support primarily to the Deputy Chief Executive (Policy) Office and when required back up to DCE P's EA as well as support or back-up to the other Team Administrator's.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's vision and mission:

Administrative support

- Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment and supports the Group work programmes
- Support to the Group includes but is not limited to:
 - scheduling appointments
 - timesheet records
 - internal mail
 - clearing joint mail boxes
- Coordinate the collation and dissemination of management reports.
- Arrange and organise functions, meetings, presentations and workshops including room set up, catering and associated documents as appropriate
- Support official MFAT publications, particularly in relation to DCE P Group.
- Support the intranet for the Group and its Divisions
- Develop and maintain effective team administration networks across the Ministry
- Provide back-up and assistance across the Group as directed by Group Business Manager

Travel Coordination

- 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
- Support travel reconciliation processes

Financial and Procurement Administration

- Arrange appropriate signoff for invoices within agreed timeframes
- Ensure appropriate approvals for travel are being sought in accordance with existing policies and financial approvals
- Order goods using approved procurement channels and providers and as specified and approved by managers
- Coordinate equipment dispatch as needed
- Check and deliver receipted goods as needed, and reconcile with invoices
- Assist with forecasting and budgeting processes
- Maintain the Procurement contracts database for all contracts

- Assist with the management and reconciliation of credit and taxi cards
- Liaise with suppliers to provide advertising services

Group Responsibilities

- 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
- Monitor the Ministry recruitment systems to ensure that it is being managed appropriately
- Co-ordination 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

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.

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

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

- A good understanding of financial management and good numeracy skills
 - Ability to contribute to and work within a team
 - Ability to build and maintain effective relationships with a range of people
 - Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
 - Minimum of two to three years' experience in an administrative role or relevant qualification
 - Expert in Microsoft Office suite, including Outlook, Word and Excel
 - Sound written and oral communication skills
 - Strong customer focus
 - Strong focus on quality and attention to detail
 - 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
 - Sound understanding of tikanga and Treaty of Waitangi principles
 - A good understanding of how government works
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Relationships – Pātahitanga

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

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

Internal (within MFAT)

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

External (outside MFAT)

- 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/>