



Position Description

Position Title - Ingoa Tūranga
Administration Manager

Group - Puni
Americas and Asia Group (AAG)

Reports to - Menetia
Consul-General, Los Angeles

About the Post - Mō te Manatū

The New Zealand Consulate-General in Los Angeles (the Post), 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 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 Post'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 Administration Manager is responsible for contributing to the overall smooth running of the Post through the provision and efficient management of the Post's resources (human, financial, property, security, IT and other assets); the provision of consular, administration and management services.

This role facilitates the Post in effectively, and efficiently, achieving its operational objectives and strategic goals through managing staff employed at post, analysis of information and situations, problem identification and implementation of effective resolutions. It requires cooperation with the Consul-General, Deputy Consul-General, and outside external contacts in the achievement of agreed and related activities and tasks.

Other responsibilities will include supporting official visits, contributing to communications, social media and public diplomacy initiatives, and providing consular support to New Zealanders. Los Angeles is a self-driving Post, so an essential requirement of this position is that the Admin Manager obtains and holds a valid Californian driver's licence and is willing and able to drive Post vehicles in support of the Consulate's official duties.

Key Accountabilities - Kawenga Matua

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

Financial Management

- Manage budget forecasts, expenditure, variances and reporting.
- Manage Post financial activities/requirements in accordance with Post policy and authorisations. This includes management of banking, expense reconciliations, petty cash, local payments, Post credit cards.
- In accordance with the Post's Instrument of Delegation, and in consultation with Post management, exercise decision-making authority relating to the deployment of financial resources, including with regard to reallocation of budget.
- Provide timely advice to Consul-General on Post budget.
- Identify and manage financial budget risk and mitigating actions, formulating recommendations to Post management.
- Ensure compliance with approved financial processes, reporting and audit requirements.
- Liaise with the Group Business Accountant to ensure appropriate standards and protocols are adhered to.

Asset and Facilities Management

- Ensure the efficient and effective management and operation of the Ministry's property and assets at post working closely with relevant staff, including to ensure a planned maintenance programme is followed by contracted staff and essential maintenance tasks and repairs are completed to an acceptable standard and in accordance with the Ministry's health and safety policies. Oversee the business process to ensure that all assets, supplies and facilities are purchased, maintained and replaced in line with post business needs.
- With the Regional Asset Manager, coordinate recommendations for minor capital works projects, and when funding is approved assist in the coordination of the delivery of the project.

- Ensure data in the Asset Information Management System (AIMS) database is actively managed and up to date. Provide training on AIMS to Finance/Team Assistant.
- Manage the local purchase and maintenance of assets and facilities, either directly or through external service providers.
- Oversee changes to property arrangements (e.g. lease renewals). This includes oversight of the leasing of staff accommodation and purchase of inventory and assets to ensure compliance with Ministry standards and ongoing suitability. Responsible for arranging and ensuring security and health and safety inspections of all staff housing are carried out at appropriate times. Ensure accurate contract documentation is maintained and approved invoicing and payment procedures are followed.
- Develop and maintain effective working relationships with local property and facilities service providers, ensuring contractual delivery in a timely manner, and that best use is made of available resources.
- Develop and maintain effective working relationships with the Regional Asset Manager, the Post's Commercial Division business partner, and Corporate Legal Unit, seeking guidance and advice as required on asset management and procurement.
- Manage oversight of asset registers and post inventories, ensuring they are updated at all times

Post Administration

- Maintain consistent office practices in line with the Post's Headoffice (Wellington) functions, ensuring accuracy of processes and adequate records are kept for audit purposes.
- Ensure compliance with the Post's policies, including travel, procurement requirements, delegations, and timely delivery of internal reports.
- Manage the receipt, distribution and dispatch of diplomatic mail.
- Identify, develop and implement office efficiencies to improve effectiveness.
- Assist as required with management of Post's visits. Ministerial facilitations and events.
- Draft correspondence including formal communications with the host country as required.
- Oversee seconded staff transfer processes, ensuring systems are working well and staff are well-serviced on arrival and when departing the Post.
- Ensure Post Report is accurate and up-to-date.
- Liaise with service providers as required.

People Management and Human Resources

- Recruit, retain and develop high performing staff to ensure the Post has the necessary expertise.
- Lead and manage three staff employed at post (SEAP) (Finance/Team Assistant, Executive/Team Assistant, House-keeper) to ensure efficient and effective team delivery in support of the Post's strategic objectives and that staff are empowered to make decisions, while consulting on issues as appropriate.
- Support, coach and mentor team members, fostering a culture of high standards in the quality of outputs, learning, sharing experience, good team spirit and acknowledging team contribution and achievements.
- Ensure the performance management framework is implemented for team members, actively managing both strong and poor performers.
- Provide HR assistance and advice to Consul-General and other line managers of SEAP, including and not limited to, organising recruitment processes.
- Develop and maintain an active relationship with the People Division (PEP) Business Partner and the Group Business Manager, seeking guidance and advice as required.

- Keep up to date with local employment legislation, briefing all management and the PEP Business Partner as required to ensure the Post complies with local labour law as required.
- Provide advice and guidance on HR and Overseas Service policies.

Agency Services

- Assist the Electoral Commission with general elections, by-elections and referendums and ensure New Zealand citizens in the Western United States have access to information for voting.
- Oversee shared NZ Inc corporate and administration issues with NZTE, TNZ, NZ Police, and Customs.

Consular Assistance

- Support the Post's consular services to assist, and protect the rights of, New Zealanders in the Western United States. This involves:
 - Advising and assisting distressed New Zealanders, as well as the families of deceased New Zealanders in the event of a death;
 - Advising on citizenship and passport enquiries;
 - Authorising Emergency Travel Documents (ETDs);
 - Providing notarial and documentary services;
 - Providing support to other staff with consular responsibilities at Post;
 - Understanding the complexity and nuances of the local environment in order to develop solutions for NZ citizens requiring consular assistance;
 - Building and maintaining effective relationships with local authorities and like-minded diplomatic missions to share information and advice on dealing with consular issues.
 - Reporting key insights back to Head Office and across the network as relevant.
- Support the Consular Adviser to manage complex and/or high profile consular cases and ensure the Consul-General and CON Division are kept informed and risks are minimised.
- Ensure that all consular work is logged in Safecase, actively managed, and reporting is completed on time.
- Promote the Safetravel website and manage the registration of New Zealanders (SafeTravel) database for the Post to ensure information is current and ready for use in the event of an emergency.
- Support contingency and emergency response planning for the Consulate-General, and review contingency plans on a regular basis to ensure information is up to date.

Information Technology (Post Technology Coordinator) and Security

- Act as the central point for all IT problems at Post and log calls to Service Centre for problems that can't be resolved.
- Provide assistance with the installation, movement and disposal of IT equipment.
- Manage the IT security requirements and keep Post users informed of changes; brief new staff on these requirements.
- Build and maintain a positive working relationship with MFAT's technicians, seeking guidance and advice as required.
- As Post Comsec Custodian, manage and maintain the Consulate-General's COMSEC equipment and provide COMSEC returns.
- Be first back-up to the Post Security Officer (PSO), ensuring the highest standard of security practices are adhered to. Supporting the PSO to deliver security measures across the Post and leading on security activities where relevant.

Relationship Management

- Develop and maintain effective working relationships with key Head Office stakeholders including the PEP Business Partner, Group Business Manager, Group Business Accountant and AMD Regional Asset Manager, and Consular, Legal, Protocol and Security Divisions, seeking advice and guidance as required.
- Develop and maintain strong working relationships with a range of internal and external organisations and agencies including Office of Foreign Missions, other Consulates and other key stakeholders pertaining to relevant work areas in order to achieve the Post's objectives. This may include representational activities.

Health and Safety

The Post is committed to providing a safe, healthy and secure working environment for all staff, contractors and other workers, both on and offshore.

As a manager you are required to demonstrate leadership of all health and safety matters for your area of responsibility. This means ensuring that the Post complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and mitigated, so far as is reasonably practicable. You will also be appointed as the Consulate's Health and Safety Officer. In this capacity, you are responsible for:

- ensuring that health and safety resources and processes are in place and are being appropriately used,
- engaging with staff and contractors to enable proactive participation in matters related to health and safety,
- ensuring that health and safety hazards are identified (in consultation with staff), that controls are in place, that associated risks are being assessed and regularly reviewed, and an action plan determined to eliminate or mitigate the risks so far as reasonably practicable,
- implementing the agreed actions to eliminate or mitigate the assessed risks and monitoring and reviewing progress,
- ensuring that the group or event hazard and risk register documents are regularly updated and controls are regularly reviewed ,
- ensuring that all health and safety incidents, illnesses, injuries, near misses are immediately reported through Risk Manager and followed-up,
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

Organisational Responsibilities

- Understand the Post's strategic priorities and high-level outcomes framework and how this role, and the other roles at the Post contributes to the framework.
- Understand and apply the strategic context in which the Post operates, including priorities and perspectives of the Ministers, partner agencies, internal and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Post Māori dimension, underpinned by Post values, in a way that is relevant to the context of our business.

- Be aware of and adhere to the Post's Health and Safety, Security and other internal 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 Post's knowledge base by using the Post'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 Administration Manager will have the following experience, skills and knowledge:

Experience

- Relevant business or formal qualification and/or significant previous successful experience and knowledge of running the administration of an office, including reviewing and developing the office processes and systems to ensure effective, efficient and streamlined processes are in place.
- Experience in providing HR advice and guidance, recruitment processes and dealing with staffing issues as they arise.
- Experience in managing external providers and building and maintaining relationships to achieve successful outcomes.
- Experience in delivering through others, directly managing and leading and motivating staff, including mentoring and developing staff potential.
- Experience of financial management, analysis and administration procedures in an office environment.

Skills and Knowledge

- Ability to lead to a team autonomously within guidelines, identify problems and solutions, and demonstrate sound judgement.
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure.
- Ability to research and analyse issues and develop appropriate recommendations.
- Sound judgement and the ability to influence and persuade decision-makers.
- Ability to contribute to and work within a team and build and maintain effective relationships.
- Excellent written and oral communication skills in English.
- A strong achievement/delivery focus, setting high standards including accuracy and attention to detail.
- Strong customer focus, with the ability to communicate effectively with a range of people.
- Shows strong initiative, risk management and communication skills.
- Adaptability and ability to anticipate issues and problems and implement creative solutions.
- Ability to promote and deliver on continuous improvement.
- Ability to work with people from other cultures and in an intercultural environment.
- High degree of competency in the Microsoft Office suite.
- Personal integrity and an honest and ethical approach.
- Sound understanding of tikanga and Te Tiriti o Waitangi principles.

Relationships – Pātahitanga

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

Internal:

- Consul-General (Line-Manager)
- Seconded and SEP staff at Post
- NZ Inc agencies at Post (NZTE, NZ Tourism, NZ Police, Customs)
- Group Business Manager AAG
- Account Managers (e.g. Finance, PEP, Security) and Regional Asset Manager (AMD)
- Information Management (IMD)
- Security, Protocol, Legal and People Divisions
- Other MFAT staff, both onshore and offshore

Outside the Post:

- Office of Foreign Missions
- Administration, Consular, and Security staff in other key diplomatic missions in the Western United States
- Local police, government authorities, hospitals and medical services, funeral directors etc
- Local service and maintenance providers
- Local security companies and consultants
- Property and facilities management providers

Delegations - Whakatautapatanga

- The role is responsible for the management of two SEAP: EA/Team Administration (*Events and Programmes*), and a Team Administrator (*Finance and Property*).
- Delegations are set out in the Post'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.
- You will be expected to perform other duties from time to time that can reasonably be regarded as incidental to the position description and within the experience and capabilities required in the role.
- Hold a current, clean driver's license and be able to drive Post vehicles (as required) safely in local conditions.

References

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