

## Position Title - Ingoa Tūranga

Administration Manager

## Group - Puni

MLG

## Division - Tānga

Permanent Mission to the UN in New York, UNHC

## Reports to - Menetia

Deputy Permanent Representative, Permanent Mission to the UN in New York

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### 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 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 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.

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### 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.

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### 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.

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### About the Position - Mō te Tūranga

The Administration Manager is a member of the Mission's leadership team and is responsible for managing the office's administrative staff to ensure the efficient and effective delivery of core administrative functions in support of the Mission's strategic priorities. They provide leadership and advice on human resources, finance, property and facilities management, security, health and safety, contingency planning, and other administrative functions, including to ensure compliance with relevant legal obligations and Ministry policies. They support the planning and delivery of visits, events, and projects, and manage a range of key relationships, both external and within the Ministry.

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### Key Accountabilities - Kawenga Matua

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

#### People Management

- Manage and develop the administration team and effectively allocate work by ensuring staff have clearly defined roles, responsibilities, and accountabilities and a clear understanding of their agreed performance goals
- Support, coach and mentor team members, foster a culture of learning and a positive team spirit, and acknowledge team contribution and achievements
- Provide leadership in the health and wellbeing space, leading the office's Kaupapa plan

#### Human Resources

- Provide HR administration assistance and advice to the Permanent Representative, Deputy Permanent Representative, and other managers of locally employed staff (SEP: staff employed at the post), including (but not limited to): organising recruitment, including identifying appropriate candidates for approval; participating in selection panels and preparing relevant interview information to support these; preparing letters of offer and employment terms and conditions
- Ensure the Group Business Manager is kept up-to-date with local staffing issues
- Monitor local employment legislation, briefing management and the Group Business Manager as required to keep them up to date on relevant changes to local employment law and ensure the office is compliant with relevant legislation at all times
- Oversee the smooth transition and settlement of seconded staff and dependents on their arrival and at their departure
- Manage the registration of seconded and local staff with USUN and UNHQ, ensuring all IDs and relevant information are kept up-to-date
- Organise induction plans for all new seconded and locally employed (SEP) staff

#### Junior Adviser Programme

- Manage the recruitment of 8-12 Junior Advisers per year
- Provide ongoing support for management of the Mission's Junior Advisers

#### Health, Safety and Contingency Planning

- Lead health and safety briefings for all staff and visitors
- Ensure the office is well informed of health and safety practices and provide regular updates to staff
- Maintain the Mission's contingency plan and support document and manage relevant relationships with the New Zealand Consulate in New York and Embassy in Washington

#### Property & Facilities

- Effectively manage the Mission's two owned and five leased properties and maintain an open channel of communication with landlords and service providers
- Manage the local purchase and maintenance of assets (e.g. furniture) and facilities, either directly or through external service providers
- Develop office asset, property, and facilities plans and budgets, as necessary and to meet Ministry requirements
- Support changes to property arrangements (e.g. lease renewals)
- Liaise with and utilise the expertise of the Regional Asset Manager and other Wellington based asset specialists
- Ensure accurate contract documentation is maintained and approved invoicing and payment procedures are followed

### **Finance**

- Provide Wellington with relevant financial information as required for Budget Estimates and the Budget Update
- Monitor office expenditure levels across budget groups to ensure projected expenditure remains on target
- Manage office financial processes and tools and ensure relevant policies and protocols are followed
- Ensure all official financial transactions follow approved processes and are made with the appropriate authorisation

### **Office Administration**

- Maintain consistent office practices in line with the Ministry's head office functions, ensuring accuracy of processes and adequate records are kept for audit purposes
- Ensure compliance with the Ministry's style guide, travel policy, procurement requirements, delegations, and timely delivery of internal reports
- Assist with IT escalation and support, in conjunction with the Ministry's service centre, as required
- Draft correspondence, including formal communications with the host country, as required
- Liaise with service providers, as required
- Liaise with the Regional Assets Manager, as required

### **Visits, Events, and Projects**

- Contribute to the planning and delivery of official visits, including the preparation of programmes
- Assist with management of events and projects, as required

### **Security**

- Act as the Mission's Post Security Officer (PSO)
- Manage office security processes, ensuring appropriate protocols are followed at all times
- Maintain a spreadsheet of staff security clearances
- Oversee the operation of the CCTV and Cardax security systems

### **Leadership**

- Contribute to the delivery of the Mission's operational plan to realise its strategic priorities and high level outcomes
- Demonstrate the Ministry's values, goals, policies and procedures in all aspects of work
- Buddy new members of the team and support a culture of learning and sharing of experiences

### **Relationship Management**

- Develop and maintain key relationships both internally and externally in order to advance the Mission's objectives

### **Organisational Responsibilities**

- Understand the Ministry's strategic priorities and high-level outcomes framework and how their role contributes to these
- Understand and apply the strategic context in which the Ministry operates, including the priorities and perspectives of 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's 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 Administration Manager will have the following experience, skills and knowledge:

### **Experience:**

- At least three years' experience as an Administration Manager, Office Manager or similar administrative role
- Demonstrated knowledge of property management and maintenance
- Experience in management of budgets and finances
- Demonstrated expertise in time management and prioritisation
- Experience with organising events

### Skills and knowledge:

- 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 delivering through others, directly managing, leading and motivating staff, including mentoring and developing staff potential
- Experience in providing HR advice and administration support, including recruitment process and dealing with staffing issues as they arise
- Experience of financial management, analysis and administration procedures in an office environment
- Experience in managing external providers, and building and maintaining relationships to achieve successful outputs
- Ability to lead a team autonomously within guidelines, identify problems and solutions, and demonstrate the use of sound judgement in these
- Possess a strong achievement/delivery focus – set high standards including accuracy and attention to detail
- 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 backgrounds
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Excellent written and oral communication skills
- Demonstrated ability to contribute to and work within a team and build and maintain effective relationships
- Strong customer focus, with the ability to communicate effectively with a range of people
- Ability to anticipate issues and problems and think creatively
- Highly competent in the Microsoft Office suite
- Displays personal integrity and an honest and ethical approach
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial

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### Relationships - Pātahitanga

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

#### Internal (within Ministry)

- Permanent Representative
- Deputy Permanent Representative – direct manager
- Administration team
- Other Mission staff
- Group Business Manager, Multilateral and Legal Affairs Group (MLG)
- Wellington Account Managers (e.g. Finance/FIN, Human Resources/PEP, Security/SORD)
- Regional Assets Manager (AMD)
- Information Technology (key staff)

#### External (outside Ministry)

- Relevant United Nations Offices
- United States Mission (Office of Foreign Missions)
- Administration Managers in other key diplomatic missions
- Local Government Contacts (e.g. Mayor's Office, NYPD)
- Local contracts (e.g. property, equipment, suppliers)
- Local security companies

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### Delegations – Whakatautapatanga

- Delegations are set out in the Ministry's Instrument of Delegation: Level of Authority 5 (LOA5) for HR and Finance.
- Number of Direct Reports: Six (6) + support in managing Junior Advisers (10x per year)

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