

Position Description

Position Title - Ingoa Tūranga

Unit Manager, Director Auckland MFAT Office (P3541)

Group - Puni

Trade and Economic Group (TEG)

Division - Tānga

Auckland

Reports to – Menetia

Divisional Manager Economic Division

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 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

Auckland is increasingly New Zealand's economic, and population centre. Auckland is home to many of New Zealand's biggest and most successful companies and exporters. Auckland boasts a multi-faceted economy, including high tech manufacturing, services, innovation, digital design and the creative sector, and agriculture. New Zealand's two largest universities are located in Auckland. The city is socially diverse, home to around a quarter of Māori, just over 60% of Pacific peoples, and growing Indian, Chinese, and Korean communities among others. Auckland's growth, scale and trajectory relative to the rest of New Zealand mean central agencies must have a sound understanding of the city and a presence for effective stakeholder outreach. The city will be critical to delivering benefits from business internationalisation.

The Unit Manager, Director Auckland MFAT Office leads the Ministry's strategic engagement in the Auckland region, within the context of the government's priorities and MFAT's strategic and operational objectives. The role leads the Ministry's Auckland Office co-located with NZTE and comprising policy officers principally from the Trade and Economic Group and the Pacific Development Group, along with other senior staff and a support team. It is responsible for the administration of the Auckland Office and the NZ Inc relationships in Auckland. The role includes responsibility for supporting Ministerial and senior official activities in Auckland.

The Office's focus is on business and economic outreach in Auckland, in support of New Zealand's successful internationalisation, but also contributes to the Ministry's other goals and priorities, especially through outreach to academia, ethnic communities, and Māori Te Tiriti partners. The Director Auckland MFAT Office is expected to take a leadership role in supporting and coordinating central and local government agencies' international engagement, working closely with Auckland Council, and central government agencies located in Auckland.

The Office supports MFAT engagement with the Consular Corps based in Auckland, hosts visitors to Auckland from the diplomatic corps (International Relationships Goal), and supports MFAT's domestic crisis response in the Auckland region.

The Director for Pacific Connections takes primary leadership for Pacific relationships based in Auckland. Regular travel to Auckland from Pacific and Development Group Management to engage with the Pacific Island communities and with Business and NGOs is an ongoing feature of work out of the Auckland Office, including to support relevant Ministers (in particular MFA, MPP, MTEG, MCC) in their Auckland engagement on Pacific matters.

Key Accountabilities - Kawenga Matua

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

Role Specific

- Lead MFAT's Trade and Economic objectives in Auckland, including through:
 - Advocating for MFAT interests in Auckland
 - Informing policy formation in Wellington by providing insights into Auckland's unique situation and development
 - Engaging with business, including exporters, business councils, and advocacy groups
 - Developing strong networks among community groups, central and local government agencies, and academia to inform MFAT policy and delivery.
 - Organising, with UoA, the annual Auckland Trade and Economic Policy School (ATEPS) and MFAT's presence at Fieldays.
- Provide leadership for central government international efforts and initiatives in Auckland and contribute to Auckland economic policy discussions
- Empower and provide strategic advice to Auckland stakeholders in support of MFAT's international objectives, including Business Councils, non-government organisations, and diaspora communities.
- In conjunction with relevant Wellington-based groups, assist with consular responsibilities, including contingency and crisis management planning.
- Actively contribute to the setting of the strategic direction for the Ministry and organisational priorities; articulate and champion the strategy to staff; and
- As required, provide senior level diplomatic advocacy, representation and outreach.

People Leadership

- Recruit, retain and develop high performing employees to ensure the Ministry has the necessary expertise required by their team
- Manage employees so they are empowered to make decisions, while consulting on issues that need wider consideration
- Ensure effective flow of information occurs both vertically and horizontally, within the Auckland team and TEG group, including Post/s, and across the Ministry
- Build strong team spirit and level of engagement, acknowledging team contribution and achievement as appropriate
- Ensure the performance management framework is implemented for self and team members, actively managing both strong and poor performance

- Formally coach and mentor team members by fostering high standards in the quality of outputs and ensuring a culture of learning, knowledge and sharing experience and constructively challenging thinking
- Use the Learning and Career Development Framework, policies and programmes to actively build capability, enabling team members to develop specialised skills, knowledge and experience in priority areas required to deliver the Ministry's Strategic Intentions. Provide opportunities and support staff to represent the Ministry onshore.

Business and Programme Management

- Lead the Auckland team's delivery of its planned and agreed activity stream to realise its strategic priorities and high level outcomes
- Manage the teams programme of work to ensure that resources are appropriately distributed and managed within budget
- Achieve the best value for money when making budgetary commitments, including any contracting to third parties
- Forecast, manage and monitor the teams budget and report against variances
- Lead the preparation and implementation of the teams strategic and business planning processes

Relationship Management

- Develop and influence a clear map of relationships with decision-makers, policy-makers, thinkers and influencers in the Auckland region
- Develop and maintain relationships with key internal and external stakeholders in order to advance the teams objectives
- Ensure that the teams network is regularly reviewed and refreshed in light of developments in strategic priorities

Policy Development and Delivery

- Lead the development of policy advice on issues involving sensitivity, conflict, risk and complexity, identifying and leading processes for resolving problems
- Bring new ideas into policy discussions
- Contribute to developing strategic views on policy advice, collaborating as required with the Strategy and Performance Division
- Complete rigorous review of advice to ensure quality and consistency
- Represent the Ministry in senior level policy discussions, advocacy meetings, negotiations and domestic outreach, as required
- Lead or contribute to New Zealand delegations for bilateral, regional and international meetings and negotiations, as required

Ministerial Servicing

- Ensure the teams input and contribution to the work of the Executive Services Division is given the necessary priority and meets the high standard required

Visits and Events

- Organise high quality well-targetted visit programmes and events in Auckland for Ministers, senior officials and other staff
- Oversee the teams input to the work of the Visits and Event Logistics Unit
- Escort key high level visitors as required and ensure accurate reporting and follow-up
- Support virtual meetings and event participation from the Auckland Office.

Organisational Responsibilities

- Understand the Ministry's Strategic Intentions and how this role contributes to delivering the Ministry's priorities and outcomes..
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand and apply Te Tiriti o Waitangi principles and tikanga Māori, and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, consistent with Ministry values and the business context. 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.

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

Health and Safety

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

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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 Ministry 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, assessed and controlled, so far as is reasonably practicable.

You are responsible for:

- ensuring that health and safety resources and processes are in place and are being appropriately used
- engaging with employees, and contractors to enable proactive participation in matters related to health and safety
- ensuring that health and safety hazards are identified (in consultation with employees), 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 the HR Kiosk and followed-up
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

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

The Unit Manager, Director Auckland MFAT Office will have the following experience, skills and knowledge:

Experience:

- A high level of leadership and management acumen. This includes the:
 - Ability to bring out the best performance in others, including setting expectations, providing feedback, encouraging high performance, and addressing underperformance
 - Ability to coach and develop people, to ensure that staff have the right skills to do their jobs well and progress in their careers
 - Drive and resilience to lead proactively and deliver sustainable high performance
 - Drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- Considerable experience in providing written and verbal advice at a senior level with expertise in liaison with business and/or relevant international policy experience. While the Divisional Manager, Economic Division provides professional leadership and support for this role, the Unit Manager, Director Auckland MFAT Office, is expected to be equipped to be a trusted adviser to senior leaders across the Ministry, and to independently engage routinely with business and at senior levels across government, including establishing new relationships as necessary.
- Experience in building and maintaining relationships across a diverse range of stakeholders spanning business, government, civil society, and groups representing our populations. Ability to think strategically and contribute to group decision making both within ECO and TEG as well as in an AOG context
- Ability to work effectively with colleagues across the group and wider Ministry.

Skills and knowledge:

- Relevant post graduate degree or conjoint/double undergraduate degree
- Understanding of the economic drivers that underpin New Zealand's trade and economic relationships and the ability to apply this to leading the development of innovative and solutions focused economic and trade policy and strategy
- Ability to analyse global economic trends and assess their implications for New Zealand, and to translate this analysis into policy and strategy that positions New Zealand to capture emerging opportunities and mitigate risks to economic growth. Ability to think strategically and contribute to group decision making
- Ability to build, maintain and leverage relationships with key internal and external contacts
- Excellent written and verbal skills
- Ability to work effectively with a diverse group of people from a range of cultures and backgrounds
- Strong project management, planning and organising skills and the ability to manage a large work programme
- A strong understanding of the Machinery of Government and the Government decision making process
- Financial and business planning skills and knowledge
- Strong qualitative and quantitative analytical skills
- Ability to work effectively with colleagues across the Ministry and wider system, influencing outcomes and aligning work across organisational boundaries.
- A high level of judgment and decision making skills in complex and ambiguous environments.
- Sound understanding of tikanga and Te Tiriti o Waitangi principles and the ability to apply these appropriately and meaningfully in the context of the Ministry's work.
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Relationships - Pātahitanga

The Unit Manager Director Auckland MFAT Office position is required to build and maintain the following relationships:

Within the Ministry:

- Divisional Manager, ECO
- Other Unit Managers in ECO and across TEG
- Deputy Secretary
- Direct reports
- TEG group employees. Other MFAT employees, both onshore and offshore

Outside the Ministry:

- Minister/s
- Other Auckland based government departments and agencies
- Auckland based Consular Corps
- Business, academia, regional and international organisations and institutions, and Māori

Delegations - Whakatautapatanga

- The role is responsible for the administration of the Auckland Office and the NZ Inc relationships in Auckland.
- The role is responsible for the management of around 5 direct reports, and works closely with the Lead Adviser, Auckland. There are also other TEG, and MFAT employees located in Auckland.
- Delegations are set out in the Ministry'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.

References

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