



POSITION DESCRIPTION

Position Title	Policy and Public Affairs Adviser
Post	New Zealand High Commission, Kuala Lumpur
Division	South and South East Asia Division
Category	Staff Employed at Post (SEAP)
Reports to	Deputy Head of Mission
Last Review Date	July 2026

About the Post

The New Zealand High Commission manages the New Zealand Government's diplomatic relationships with Malaysia and Brunei Darussalam.

We represent the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services.

The Post takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. The Post's actions reflect the Ministry of Foreign Affairs and Trade values, namely Kotahitanga, Manaakitanga, Courage and Impact.

Our work:

Kaitiakitanga

- Delivers solutions to global challenges, for the benefit of present and future generations;

Leadership

- Amplifies New Zealand's influence and standing in the world;

Prosperity

- Delivers improved prosperity for New Zealand and our region;

Stability

- Delivers security and resilience to our country, our people, and our region.

About the Position

The Policy and Public Affairs Adviser supports the New Zealand Government's diplomatic relationships with Malaysia and Brunei Darussalam, by:

- focusing on particular areas of interest to New Zealand, providing advice, research and analysis on:
 - domestic political developments;

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- regional security;
 - human rights issues; and
 - Malaysia and Brunei's international relationships.
 - Develop and manage the Post's content and public diplomacy campaign calendar.
 - Manage the Post's public outreach, social media channels, website content, media relations and other external communications. Supporting **the Post's engagement with government officials, local contacts and the business sector;**
 - helping to organise visits and events.
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Relationships

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

Internal (within the Post in Kuala Lumpur and the Ministry of Foreign Affairs and Trade in Wellington):

- Seconded MFAT staff including the Head of Mission, Deputy Head of Mission; and Second Secretary.
- Other Staff Employed at Post, including the Administration Manager, Finance and Facilities Manager, Executive Assistant to the High Commissioner, and Driver/Team Administrator.
- MFAT Wellington colleagues, including colleagues from the High Commission's parent Division, South and South East Asia Division.
- Other seconded and locally engaged staff at the Post, including those representing other New Zealand government agencies based at the New Zealand High Commission premises.

External (outside the Post in Kuala Lumpur and the Ministry of Foreign Affairs and Trade in Wellington)

- Other New Zealand Government agencies.
 - Counterparts in other diplomatic missions.
 - Malaysian government departments.
 - International organisations in Malaysia.
 - Civil society: non-governmental organisations and academia.
 - Media.
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Key accountabilities

The position has the following key accountabilities:

Policy Advice

- In close coordination with seconded staff, identify and research key political/social, human rights, defence/security and regional issues and emerging trends of interest/relevance to New Zealand.
 - Monitor, analyse and summarise media sources to stay informed on current events and developments relevant to the New Zealand Government's bilateral and regional interests in Malaysia and Brunei Darussalam.
 - Effectively use and contribute to the post's map of relationships that matter: decision-makers, policy-makers, thinkers and influencers.
 - Support the High Commission's work on indigenous engagements by identifying key opportunities and help strengthen indigenous links between Malaysia and New Zealand.
 - Support the High Commission's work on influencing host government decision-making through maintaining a network of
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individuals with links to key decision-makers and individuals of influence within the Malaysian and Bruneian systems.

- Develop and maintain contacts, including Government agencies, trade and business organisations, relevant research/academic institutions and think tanks, and other organisations of interest.

Public Affairs and community engagement

- Develop and manage alumni relations and contact database.
- Develop and manage the Post's content calendar and public diplomacy campaign strategy, including activities marking the 70th anniversary of bilateral relations in 2027.
- Manage the Post's social media channels, website and online platforms.
- Serve as the Post's in-house photographer and videographer at events, as required, and produce content for its digital platforms.
- Draft press releases, media statements and key messages, and coordinate media interviews.
- Serve as a key point of contact for media, content creators and influencers, while developing and maintaining strong professional networks.
- Assist in identifying, developing and delivering targeted public diplomacy and profile-raising events that promote New Zealand's interests.
- Maintain and manage the Post's photography, videography and communications equipment.

Event and visit management

- Support the Post's organisation of visits between New Zealand and Malaysia including development of visit programmes, planning of logistics and accompanying delegations.
- Support seconded staff as required on official calls and travel, including preparing briefing and reports.

Consular support

- Provide back-up for the Post's consular services team, including the Posts' after-hours consular duty roster; attending consular meetings; and responding to, or supporting the response to, other consular enquiries (in-person, over the phone, or in writing, as appropriate).

Organisational Responsibilities

- Ensure all Post policies and procedures are adhered to.
- Be aware of and adhere to the Health and Safety policies and procedures.
- Be familiar with the Post Security Instructions and adhere to these at all times.
- Contribute to post-wide projects and emergency response situations.

Knowledge Management

- 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.

Qualifications, skills and experience

You must have the following qualifications, skills and experience:

- Appropriate tertiary qualification (Bachelor level).
- Excellent written and oral communication skills in English.
- Good grasp of Malay, both written and oral, desirable.
- Strong research and analytical skills.
- Strong planning and organisational skills, including ability to prioritise tasks effectively and work under pressure.
- Demonstrated ability to build and maintain effective relationships
- Demonstrated ability to work well within a team.
- Strong customer focus, with the ability to communicate effectively with a diverse range of people.
- Strong achievement/delivery focus – set high standards including accuracy and attention to detail.
- Ability to anticipate issues and problems and think of creative solutions.
- Commitment to continuous improvement, including adaptability and openness to change.
- Displays personal integrity and an honest and ethical approach.
- Knowledge of New Zealand, experience in handling camera and audio equipment, content editing, social media advertising and campaign planning would be an advantage.

Additional comments

- Ability to obtain and maintain appropriate security clearance (where required).
- The job holder is expected to be flexible and perform other duties that can be regarded as incidental to the position description, as required.