NEW ZEALAND
HIGH COMMISSION

Position Description

Position Title	Consular and Events Adviser
Post	Kuala Lumpur
Category	Staff Employed at Post
Reports to	Deputy Head of Mission
Last Review Date	August 2026

About the Post

The New Zealand High Commission manages New Zealand's relationships with Malaysia and Brunei. 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. Our values are professionalism, leadership, respect, collaboration and innovation.

About the Position

The Consular and Events Adviser is responsible for providing consular advice and assistance to New Zealanders in distress in Malaysia and Brunei. This includes providing guidance and support for emergency response and/or activating crisis contingency plans. It is also responsible for supporting the High Commission's events and education work as it relates to scholarships and alumni engagement, alongside inwards visits.

Relationships

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

Internal (within Post and MFAT)
- Head of Mission
- Deputy Head of Mission
- Other seconded staff
- Administration Manager
- Other Consular Advisers

External (outside Post)
- Local Foreign Ministry
- Consular staff in other key diplomatic missions
- Local police, government authorities, ambulance and medical services, funeral directors
- Local government agencies and institutes,
- NZ government agencies, including Education New Zealand

Key accountabilities

The position has the following key accountabilities:

<u>Consular</u>

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- Provide advice and assistance to NZ citizens in countries to which the Post is accredited. Situations where advice can be required include:
    - Renewal of a passport
    - Citizenship applications
    - A lost or stolen passport
    - The arrest or detention of a New Zealander
    - An illness, injury or death of a New Zealander where subsequent arrangements need to be made
- Issue Emergency Travel Documents in accordance with guidelines and manage related stock and technical requirements.
- Visit New Zealand citizens in hospital and undertake prison visits, as required.
- Ensure the consular database is kept up to date by regularly entering details of consular cases, including the completion of the monthly statistical log.
- Ensure Head of Mission, Deputy Head of Mission and Wellington Consular Division are kept informed of progress of complex or high profile cases.
- Ensure post's Consular assistance lists are up to date.
- Participate in the consular duty roster (after-hours on call duty approx. one week in five or six).
- Response to crisis situations, such as civil unrests or natural disasters.
- Provide legal and notarial services as required.
- Maintain a database of lawyers and local notaries who can provide legal and notarial services.
- Assist the Head of Mission and Deputy Head of Mission in emergency response situations requiring consular input.
- Keep the Post's databases current and use this network to communicate with NZ citizens in emergency situations or potential emergency situations.
- Promote the Safetravel website, including the registration of New Zealanders.
- Manage the High Commission's administrative support for electoral processes in New Zealand.

Education

- Facilitate the delivery of education related events and engagement activities aligned with the High Commission's priorities.
- Support the promotion of New Zealand scholarship opportunities to prospective Malaysian students, especially Manaaki tertiary and Short-Term Training Scholarships (STTS).
- Assist with collating and reviewing applications for New Zealand Government funded scholarships.

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- Support the High Commission's engagement with New Zealand alumni, including through events, communication and database management.
- Assist with post's funding applications with respect to education promotion, particularly the SAEF fund administered by DEVPA

Reception and administrative duties

- Manage the Reception to provide consular advice to members of the public.
- Act as receiving officer for all money and issue receipts for revenue received.
- Undertake general administration including but not limited to ensuring the information on the afterhours duty folder and website are constantly reviewed and updated.
- Ensure monthly consular tick-sheet are completed.
- Assist with the management of contractors undertaking servicing at the post.

Visits and Events

- Assist with the management and logistical aspects of Ministerial and other high-level visitor programmes and events including invitations, programmes, briefings, run sheets and other documentation, organising appointments, logistics and escorting as required.
- Organise events, meetings, presentations, conferences and workshops including venues, catering and associated agendas and documents as appropriate.

Communications and Public Diplomacy

- Support management of the post's website, social media and intranet site as required.

Organisational Responsibilities

- Ensure all Ministry policies and procedures are adhered to.
- Be aware of and adhere to the Health and Safety policies and procedures.
- 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.

Security

- Be familiar with the Post Security Instructions and adhere to these at all times.

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Qualifications, skills and experience

You must have the following qualifications, skills and experience:

- A qualification and/or previous work experience in a relevant industry (e.g hospital, police, military, insurance, education, government) which has a strong customer focus
- Ability to communicate effectively with a diverse range of people
- Excellent written skills with a high attention to detail
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Experience in managing sensitive and/or personal material with a high degree of tact and integrity
- Ability to work within strict consular guidelines
- Ability to acquire sound knowledge of local governmental and administrative systems, customs and practices, trends and issues and cultural, political and social environments
- Strong achievement/delivery focus
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement and initiative
- Demonstrated commitment to continuous improvement, including adaptability and openness to change
- Ability to anticipate issues and think of creative solutions
- Demonstrated ability to take a flexible and dynamic approach, and to contribute to and work within a team
- Demonstrated ability to build and maintain effective relationships
- Highly competent in Microsoft Office suite
- Personal integrity and an honest and ethical approach
- Awareness of and interest in New Zealand

Additional Comments

- Ability to obtain and maintain appropriate security clearances.
- Strong written and oral English and local language communication skills and the ability to multi-task are essential.
- The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time.
- The position requires the job holder to carry out on-call duties.