

Position Description

Position Title:	Development Support Officer (DSO)
Term:	2 years Fixed Term
Hours of Work:	Full time (37.5hrs per week)
Reports To:	Deputy Head of Mission - Manila
Work Location:	New Zealand Embassy, Manila
Delegations:	None
Last Review:	September 2026
Purpose:	The DSO role supports the team responsible for in-country engagement on and management of New Zealand's International Development Cooperation (IDC) to the Philippines, with a particular focus on the Manaaki New Zealand Scholarship Programme. The role includes administration, public outreach and project management functions.

About the New Zealand Embassy - Mo te Embassy o Aotearoa

The New Zealand Embassy in Manila (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 the Philippines to achieve more than we could alone, including 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.

The Embassy takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. 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 New Zealand's International Cooperation - Mo te kaupapa mahi tahi o te ao

The New Zealand IDC Programme delivers New Zealand's official support for developing countries. The purpose of the programme is to develop shared prosperity and stability with our partners, while drawing on the best of New Zealand's knowledge and skills.

New Zealand's IDC programme in the Philippines is based on three focus areas: (i) climate and economic resilience (renewable energy and climate smart agriculture); (ii) knowledge and skills; and (iii) peace, security and preventing violent extremism.

The NZ-IDC Programme is managed by the Ministry of Foreign Affairs and Trade (MFAT), represented in Manila by the New Zealand Embassy.

About the Position - Mo te Turanga

The Development Support Officer (DSO) is responsible for contributing to the advancement of New Zealand's foreign policy interests by supporting the team responsible for in-country management of and engagement on New Zealand's international development cooperation in the Philippines. The DSO role is one of two local development staff based in the New Zealand Embassy in Manila. This will be a two-year fixed term position.

The duties of the DSO role include supporting the team with administration, finance, logistics, event management and public outreach. Where delegated, the DSO provides support with in-country management of development activities, in accordance with the New Zealand Development Programme's policies, strategies and quality assurance standards.

The team at the New Zealand Embassy in Manila work closely with the Pacific and Development Group and the Asia and Americas Group in MFAT's Wellington headquarters, to manage Official Development Assistance (ODA) through policy engagement, relationship management and project delivery (including planning, implementation, monitoring and evaluation of activities). The team also works with other colleagues at the New Zealand Embassy and in the region, including those from other New Zealand government agencies.

Key Accountabilities - Kawenga Matua

The key accountabilities of this role include:

- Team Administration
 - Support team organisational and planning processes, including maintaining budgets, assisting with team operational management, travel logistics, and organising meetings.
- Programme Administration
 - Provide administration, assessment and engagement support to the Manaaki New Zealand scholarship programme in the Philippines, in conjunction with other MFAT development and policy staff, and partners in New Zealand and the Philippines.
 - Manage public enquiries on scholarships opportunities, with support from colleagues.
 - Support scholarship alumni engagement, including database input, planning, relationship-building and event management.
 - Support the Scholarships Alumni Engagement Fund and Head of Embassy Fund including management of payments and monitoring of milestones, reporting, and performance.

- Monitor project contracts as delegated, including milestones, reporting, risks, contract variations, and performance of contractors.
 - Assist with and undertake other programming activities in support of the Deputy Head of Mission, IDC Manager and other team members as required.
 - Organise inputs from the development team into the Embassy's social media presence and public relations activities across the Embassy, in consultation with the Embassy's social media adviser.
 - Contribute to reporting on Development Programme progress and budgets.
- Relationship Management
 - Maintain effective working relationships with government officials, project partners and in-country contractors, including representing the Embassy at meetings and reporting back to colleagues.
 - Play a proactive role in the Embassy's public diplomacy, communications and media content.
 - Play a positive and collaborative role in support of the inclusive and high-performing culture of the team.
 - Demonstrate the organisation's values, goals, policies, and procedures in all aspects of work.
- Policy Engagement
 - Support policy engagement with project partners and stakeholders.
 - Prepare advice to New Zealand officials, including meeting and visit briefings and reports.
 - Provide input to policy papers, briefings, speeches, requests for information.
 - Contribute to reporting on in-country analysis, events and relationships.
- Knowledge Management
 - Contribute to the continuous development of the MFAT's knowledge base by using the MFAT's internal systems, sharing information and data with relevant internal stakeholders.
 - Adhere to internal policies and procedures around the retention, protection and sharing of official and personal information.
- Organisational Responsibilities
 - Contribute to Embassy-wide projects and emergency response situations.
 - Be aware of and adhere to the Embassy's Health and Safety, and security policies and procedures.
 - All other duties in support of the Embassy as requested by the employer.
- Health and Safety
 - The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.
 - You are responsible for:
 - taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
 - complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015
 - cooperating with health and safety policies and procedures
 - identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
 - identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
 - raising health and safety matters with your manager or health and safety representative (or contact as appropriate)

- ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

Qualifications, Skills, Knowledge & Experience

The following are required:

Qualifications - Tohu Mātauranga

- A tertiary qualification, at graduate level, in a relevant discipline (e.g. business administration, project management, development studies) would be a strong advantage.

Skills and Knowledge – Pūkenga me Mātauranga

- Ability to collate and prepare information in a clear and meaningful manner.
- An excellent standard of written and spoken English and Tagalog. Knowledge of languages spoken in Mindanao would also be an advantage.
- Well-developed, detail-oriented planning and organisational skills.
- Ability to prioritise and work independently and effectively, at times under pressure.
- Excellent communication skills and ability to work with a variety of stakeholders, including people from other cultures.
- Excellent computer and keyboard skills with advanced competency in the Windows operating environment, including Excel and Word. Awareness of social media skills and engagement strategies.
- An ability to think critically and analytically, and to present your thinking into clear, complete and concise reports.
- Able to work effectively in a small team environment involving the sharing of information and at times sharing workloads.
- A strong achievement/delivery focus and an ability to work autonomously and within guidelines, demonstrating the use of sound judgement.
- The ability to develop, build and maintain working relationships with partners including officials, scholarship students, contractors and other donors.
- A willingness to work within an Embassy environment, which requires at times a whole-of-government approach to activities that may be outside of the job description, and to respect sensitivities and confidences that may occur in this environment.

Experience - Wheako

- At least three years' work experience in administration and/or project and programme management and/or development programming.
- At least three years' experience in establishing and maintaining professional relationships of trust and confidence with internal and external partners.
- Preferred: Experience working in Mindanao.

Relationships - Pātahitanga

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

Internal (within the Embassy)

- Head of Mission

- Deputy Head of Mission and two Second Secretaries
- IDC Manager
- Other New Zealand MFAT and government staff at Embassy and in Wellington

External (outside the Embassy)

- Government counterpart ministries and agencies in the Philippines
- Other donors and diplomatic missions
- Contractors and implementing agencies including New Zealand and Philippine tertiary scholarship and technical training institutions
- Other New Zealand Agencies, including Education NZ
- New Zealand and in-country NGOs

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

You must also:

- Be able to work full time at the NZ Embassy in Manila, the Philippines.
- Be able to provide a Police 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.

References

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