

# Position Description

## Position Title - Ingoa Tūranga

Visits Coordinator and Team Administrator [400722]

## Post – Te Aka Aorere

New Zealand Embassy, Washington DC

## Reports to - Menetia

Counsellor (Trade), Washington DC

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### About the Embassy

The Embassy represents the New Zealand Government in the United States of America.

We take a distinctively New Zealand approach, reflecting our diversity and heritage and the Ministry of Foreign Affairs and Trade (MFAT) values.

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, Kauaahi

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

We recognise 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 Visits Coordinator and Team Administrator is responsible for servicing logistical aspects for incoming and certain outgoing visits. This could include visits from New Zealand Government Ministers or senior Government Officials, and outgoing visits to New Zealand or travel within the US by Embassy staff. In addition, the role provides administrative support to the Embassy's political and trade policy teams.

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### Key Accountabilities - Kawenga Matua

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

#### Visits

- Manage logistical arrangements for official visits, which may include but not be limited to:

- Preparation of visit programmes including liaison and coordination with the New Zealand based visit lead at the Ministry of Foreign Affairs and Trade or other NZ agency in Wellington and/or Ministers' offices regarding visit objectives and programme arrangements.
- Securing meetings.
- Arranging transportation and accommodation for visiting delegates.
- Arranging airport and railway station VIP facilitation.
- Compiling briefing packs.
- Escorting visitors.
- Arranging hospitality.
- Arranging access passes and visitor registration.
- Liaising with the Embassy's Events Coordinator for events the visiting delegates will attend at the Embassy and/or Ambassador's Official Residence.

#### **Administration**

- Provide general administration support as required to the Political and Trade teams.
- Manage Embassy staff access to US Government offices.
- Book domestic travel and support outward visits for the Ambassador and Embassy teams as required.
- Cover annual leave for other roles as required, including the Ambassador's Executive Assistant.
- Support the operations team as required including with reception cover.

#### **Events**

- Provide back-up to the Events Coordinator for the coordination of Embassy events.

#### **Organisational Responsibilities**

- Understand MFAT's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which MFAT operates, including priorities and perspectives of the 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 Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to MFAT'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.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Embassy-wide projects and emergency responses as required.
- The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description and within their experience and capabilities from time to time, including back up support to other staff.

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

The Visits Coordinator and Team Administrator will have the following experience, skills and knowledge:

##### **Experience:**

- Minimum 2 years' experience in logistics coordination or administration.

##### **Skills & Knowledge:**

- Well-developed planning and organisational skills, including the ability to prioritise tasks effectively and work under pressure.
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail.
- Excellent written and oral communication skills.
- Experience managing external service providers and suppliers.
- Strong focus on providing high quality professional service.
- Demonstrated ability to build and maintain effective relationships.
- Ability to work well within a team.
- Expert in Microsoft Office suite, including Outlook, Word and Excel.
- Strong customer focus, with the ability to communicate effectively with a range of people.

- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement.
- Demonstrated commitment to continuous improvement, including adaptability and openness to change.
- Ability to anticipate issues and problems and think of creative solutions.
- Knowledge of wider public sector organisations and ways of working.
- Sound judgement and the confidence to question and challenge in an appropriate manner.
- Display personal integrity and an honest and ethical approach.
- An understanding of tikanga and Te Tiriti o Waitangi principles, Te Reo Māori and customs and protocols would be beneficial.

#### Relationships - Pātahitanga

The Visits Coordinator / Team Administrator will be required to build and maintain the following relationships:

Within the Embassy:

- Ambassador, Deputy Head of Mission.
- All the Embassy teams including NZ Inc agencies.

Outside the Embassy:

- US Government officials.
- MFAT and NZ Inc staff at other New Zealand missions in the US.
- Accommodation and hospitality providers.
- Airlines, transport companies and other local businesses.
- Staff at other key diplomatic missions in the US.

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#### Delegations - Whakatautapatanga

- The role is not responsible for the management of any direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

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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**  
Available here: [Ministry's Strategic Intentions](#)