

Position Description

Position Title - Ingoa Tūranga

Internal Communications and Change Management Adviser (403703)

Group - Puni

People and Operations Group (P&O)

Division - Tānga

Enterprise Connections Division (ECD)

Reports to - Menetia

Manager Change Delivery (403417)

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 ē 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/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

The Internal Communications and Change Management Adviser plays a key role in leading and advising on engagement strategies and communications for projects. By crafting and delivering clear, compelling, and strategic content, the Internal Communications Adviser supports the effective delivery of change initiatives. This role requires a strong relationship builder and influencer—someone who can foster trust and confidence among stakeholders at all levels.

This position may participate in MFAT emergency responses as required. This may include work outside of normal hours.

Key Accountabilities - Kawenga Matua

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

Role Specific

- Develop and implement project communication plans.
- Write, edit and publish content for internal audiences (e.g. newsletters, intranet).
- Coordinate project communication activities.
- Provide advice on messaging, tone, and audience engagement.
- Monitor and evaluate communication effectiveness.
- Ensure consistency with MFAT branding and style guidelines.
- Manage project digital communication channels (e.g. project webpages, newsletters, internal platforms) and ensure content is timely, accessible, and engaging.
- Advise on channel selection based on audience insights, accessibility needs, and communication objectives.
- Support the development of visual and multimedia content, including infographics, videos, and interactive tools.
- Map and manage stakeholder communications, ensuring timely updates and two-way engagement with key internal and external audiences.
- Support engagement planning for consultations, workshops, or hui, including preparation of collateral and facilitation support.

Leadership

- Demonstrate the Ministry's values in all work.
- Support a culture of collaboration and continuous improvement.
- Mentor junior staff and contribute to team development.

Relationship Management

- Develop and maintain key stakeholder relationships to effectively support engagement and change delivery.

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.
- Share insights and lessons learned to improve communication practices.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry 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 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.
- 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 Ministry-wide projects and emergency responses as required.

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

The Internal Communications and Change Management Adviser will have the following experience, skills and knowledge:

Experience:

- Tertiary qualification in communications, public relations, journalism or a related field.
- Minimum 3–5 years' experience in a communications role.
- Experience in government or public sector communications (desirable).
- Proven ability to manage multiple deadlines and conflicting priorities.

Skills and knowledge:

- Excellent writing and editing skills.
- Strong understanding of communication principles and audience engagement.
- Ability to translate complex information into clear, accessible content.
- Familiarity with digital communication tools and platforms.
- Strong interpersonal and relationship-building skills.

- Ability to work collaboratively and independently.
 - Sound judgment and discretion in handling sensitive information.
 - Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
-

Relationships - Pātahitanga

The Internal Communications and Change Management Adviser position is required to build and maintain the following relationships:

Within the Ministry:

- Project Managers and project teams
- Communications and Marketing Division advisors
- Enterprise Connections Division staff
- Relevant Business Division staff and key stakeholders
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- Other government departments and agencies
 - Central agencies
 - Suppliers of solution and services
-

Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
 - 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/>