



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

POSITION DESCRIPTION

Position Title

Administration Manager

Location/Post

New Zealand High Commission, Alofi, NIUE

Reports to

High Commissioner

Group

Pacific Development Group (PDG), Ministry of Foreign Affairs and Trade

Last review date

March 2026

Delegations

The position is responsible for the management of a team of five direct reports. This position will also have oversight of the outsourced contractors and be first point of contact.

The position's full Human Resources and Financial delegations are set out in the Schedule of Delegations.

About the Ministry

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealand safer, more prosperous and more sustainable future for New Zealanders.. It does this by working to understand geopolitical changes across the world, advancing the Government's international priorities, and providing advice to the Government on its implications. By building connections and influence in other countries we act to promote and protect New Zealand's interests.

The New Zealand High Commission represents represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. We seek to deliver value to New Zealand and New Zealanders, through:

- improved prosperity for New Zealand and our region
- the stability, security and resilience of our country, our people and our region
- leadership by amplifying New Zealand's influence and standing in the world
- kaitiakitanga or stewardship, by delivering solutions to global challenges for the benefit of present and future generations.

Our values are:

Impact

- We achieve for New Zealand, everyday, everywhere

Kotahitanga

- We draw strength from our diversity

Courage

- We do the right thing

Manaakitanga

- We honour and respect others
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UNCLASSIFIED

Diversity and Inclusion

We are 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 all staff regardless of background, experience, skills and perspectives are valued and respected.

About the Position

The Administration Manager is responsible for managing the overall smooth running of the Post by managing administration staff responsible for the effective and efficient running of HR, Finance, Property, Procurement, Security and Consular in order that the strategic priorities of the Post can be achieved. This position maintains and enhances the effective running of the Post through its management of others, analysis of information and situations, problem identification and implementation of effective resolutions in a complex environment. Maintain a professional office environment and excellent levels of customer service.

The position has the following key accountabilities:

People Management

- Manage and develop the administration team and effectively allocate work through ensuring staff have clear definitions of role responsibilities and accountabilities and clearly understand their performance goals.
- Support, coach and mentor team members, fostering a culture of learning, good team spirit, and acknowledging team contribution and achievements.
- Recruit, retain and develop high performing staff to ensure the High Commission has the necessary expertise required
- Ensure the performance management framework is implemented for self and team members, actively managing both strong and poor performance
- Manage the team and the work output to ensure all activities are achieved following the appropriate Ministry processes, guidelines and protocol and there is compliance of all internal control and audit requirements at all times.
- Buddy new members of the team supporting a culture of learning and sharing of experiences
- Support all Seconded Staff transfers.

Human Resources (HR)

- Provide HR advice, guidance and coaching to High Commissioner and other line managers of local staff, on all HR and Overseas Services policies including and not limited to recruitment, selection, performance management, disciplinaries, parental leave, induction, training, exiting the organisation and all other employment processes and issues that arise.
- Provide HR advice, guidance and coaching and manage the attraction, recruitment and selection processes for all Locally Engaged Staff positions across the Post.
- Build and maintain relationships to ensure accurate and timely salary runs for local staff and seconded staff allotments, accuracy of local staff leave recording and delivery of management reporting and employment law changes.
- Keep up to date with local employment legislation, briefing all Post management and the HR Business Partner as required to ensure the Post acts within the legislation at all times.
- Build and maintain remote effective working relationships with the HR Business Partner keeping them up to date with local staffing issues and any changes in local employment law.

Finance

- Manage the quality assurance and financial audit process ensuring all post payments are made following approved processes and protocols, and that manual payments are made

with the right authorisations and there is full compliance with the Ministry's Internal Controls.

- Oversight of budget including cash flow, preparation and review of Post budget each year
- Develop financial forecasts, outlooks and budgets for the Post, analysing the information and making budget management recommendations.
- Identify any financial budget risk and mitigating actions, formulating recommendations to be presented and approval gained by Post Management.
- Develop and maintain a remote effective working relationship with the Finance Account Manager and the Group Business Manager in head office seeking guidance and advice as required.
- Provide Wellington with relevant post financial information as required.

Office Administration

- Maintain the highest of standard for general administrative, corporate functions and administrative functions for the NZAid programme and consistent office practices are in line with the Ministry's head office functions, ensuring accuracy of processes and adequate records for audit purposes are kept. Keep up to date with any changes.
- **Ensure compliance** with the Ministry's MFAT style guide, travel policy, procurement requirements, delegations, and timely delivery of internal reports.
- Assist with basic IT troubleshooting and support in conjunction, with the Ministry's service centre when required.
- Assist with simple verbal and written translation between English and Niuean.

Property & Facilities

- Work with Downer as the Post property point to contact to ensure that property and facilities services provided by them are delivered in line with the Relationship Charter,
- Effectively manage the procurement, contract documentation, payment and maintenance of items and properties for all areas that fall outside of the asset management model contract.
- Develop post asset, property and facilities plans and budgets as needed and to meet Ministry requirements that fall outside of the asset management model contract (e.g. minor inventory and vehicles)
- Assist in changes to property arrangements (e.g. lease renewals)
- Ensure chancery building owners checks are completed in line with timeframes
- Manage all leased properties in line with Ministry policies and procedures,
- Work with the asset management contract provider to ensure Business Continuity & Asset Continuity Plans are up to date and routinely tested.

Organisational Responsibilities

- Proactively champion modernisation of post systems, processes, and procedures. This may include streamlining of financial processes, bedding in of procurement initiatives, rolling out standardised processes, procedures, policy and reinforcing training.
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work
- Ensure all policies and procedures are adhered to.
- Be aware of and adhere to the 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.
- 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.
- Contribute to Post-wide projects and emergency response situations.

Qualifications, Experience, Knowledge & Skills

You must have the following qualifications, skills and experience:

- Relevant tertiary qualification and / or significant previous successful experience and knowledge of running the administration of an office, including reviewing and developing the office processes and systems to ensure effective, efficient and streamlined processes are in place
- Experience in leading and motivating staff, including mentoring and developing staff potential
- Experience in providing HR support and dealing with issues as they arise.
- Excellent written and oral communication skills (in both English and local language)
- Demonstrated ability to build and maintain effective relationships
- Highly competent in the Microsoft Office suite
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Strong customer focus, with the ability to communicate effectively with a range of people
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- 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
- Displays personal integrity and an honest and ethical approach
- Hold a current, clean driver's licence and be able to drive post vehicles(as required) safely in local conditions

Relationships

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

Internal (within the High Commission)

- High Commissioner
- Deputy High Commissioner
- Post Staff – office, grounds, domestic
- Unit Managers, Wellington (e.g. PACPF)
- Business Operations Manager PDG
- Account Managers (e.g. Finance, HR)
- Regional Assets Manager (AMD)
- Information Technology (IMD)
- Security Manager (SORD)

External (outside the High Commission)

- Niue Government Departments
- Other New Zealand Government Agencies
- Local Police, ambulance and medical services
- Goods and services providers
- Ministry appointed property and facilities management providers if required.
- Ministry appointed payroll provider if required.

Mandatory Role Requirements

- Be eligible to live and work in Niue.
- Be able to provide a police clearance.
- Hold, or be able to obtain, a current Niue driver's licence.
- The ability to gain a New Zealand Government security clearance an advantage.