

Position Description

Position Title - Ingoa Tūranga

Pacific Visits Officer [403653]

Group - Puni

Pacific and Development Group (PDG)

Division - Tānga

Pacific Regional Division (PRG)

Reports to - Menetia

Director, Pacific Connections

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 kōunga, 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 role Pacific Visits Officer sits within the Pacific Connections Unit in the Pacific Regional Division (PACREG). This is an Auckland-based role.

Within PACREG, the Pacific Connections team works to enhance MFAT's relationships with Pacific stakeholders and Pasifika constituencies in Auckland and across Aotearoa New Zealand; build collaborative partnerships for the Ministry with key stakeholders related to the Ministry's Pacific and Development work; contribute to the Ministry's engagement with businesses, communities, civil society, and visits (inwards and outwards) where there is a Pacific link; and support the effective delivery of New Zealand's International Development Cooperation (IDC) funded activities.

As Pacific Visits Officer you will play a critical role in advancing Aotearoa New Zealand's foreign policy and development objectives by strengthening partnerships with Pacific stakeholders through the delivery of MFAT's Pacific facilitation function. This role contributes to deepening enduring and respectful relationships across the region by ensuring Pacific dignitaries, Guests of Government, and senior officials experience a high standard of engagement, care, and cultural understanding reflecting New Zealand's commitment to partnership, manaakitanga, and regional cooperation.

A key focus of this role is coordinating and supporting VIP facilitation for Pacific Guests of Government, including Heads of State, senior government officials, and their delegations transiting through Auckland International Airport. The role requires strong working relationships within the Ministry and with the Visits and Ceremonial Office. You will have regular engagement with senior Pacific leaders and must uphold a high standard of professionalism, cultural competence, manaakitanga, and adherence to diplomatic protocol at all times.

Key Accountabilities - Kawenga Matua

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

Role specific

- Acting as a liaison between MFAT, the Visits and Ceremonial Office (VCO) and external agencies to ensure seamless delivery of facilitation services.
- Resolving travel-related issues (flights, accommodation, schedule changes) as they arise.
- Maintaining strong and timely communication with MFAT teams (particularly Pacific bilateral teams and Protocol Division), Pacific Posts, VCO, and external partners.
- Supporting facilitation of international and domestic arrivals, departures, and transits at Auckland Airport for Pacific dignitaries when VCO are unable to provide resources.
- Ensuring culturally appropriate and respectful engagement.
- Coordinating inward and outward visits, often at short notice and outside regular hours, providing warm and professional facilitation that reflects New Zealand's respect for Pacific partners.
- Liaising with airport and airline staff to manage smooth arrivals and departures, including check-in, luggage collection, access to priority/diplomatic lanes, customs clearance, and, at times, escorting through VIP lounges if VCO are unavailable.
- Regular engagement with Pacific High Commission and consular staff in Auckland and Wellington to maintain awareness of dignitaries' movements, to provide updated advice and guidance on visit and facilitation requirements, and to ensure proper process is followed.
- Supporting ad hoc visit requests from bilateral teams for Pacific Ministers, dignitaries, and officials not eligible for official facilitation. This includes contributing to programmes for visiting VIPs, senior officials, and dignitaries with relevant cultural, protocol, and profile enhancing elements.
- Providing transport and logistical support for VIPs, including transfers to and from meetings and official engagements (where not supported by VCO), and resolving travel-related issues (e.g. flights, accommodation, schedule changes).
- Providing support for major Auckland-based events and significant visits, including, on occasion, for events and visits from outside the Pacific.
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- Working flexibly in a 24/7 rostered environment, demonstrating cultural competency, professionalism, and the ability to manage competing priorities in a fast-paced and high-profile setting.

Leadership

- Contribute to the Pacific Connections team's delivery of its annual business plan outputs.
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work.

Relationship Management

- Use the Pacific Connections team's map of relationships to develop and maintain relationships and advance engagement objectives.
- Contribute to the ongoing review and refresh of the relationship network to support Pacific Connections' objectives.

Visits and Events

- Contribute to outreach events in Auckland with Ministers/senior officials and business in support of operational objectives.
- Work closely with the AKL Visits and Events Coordinator, Protocol Division, bilateral divisions and VCO to ensure visits achieve objectives.
- As required, escort high level visitors, provide briefings and host meetings and ensure accurate recording, reporting and follow-up of visits and meetings.

Policy Development and Delivery

- Participate in visit and facilitation policy discussions, advocacy meetings, and domestic outreach, as required.
- Provide policy support on projects which advance MFAT's hosting and facilitation objectives.
- Utilise and provide peer review of work outputs to ensure quality and consistency.
- Encourage an environment where existing assumptions and policy approaches are regularly tested and constructively challenged.

Ministerial Servicing

- Ensure required input is given the necessary priority and meets the high standard required around timeliness and quality – and that where needed support to Ministers using the Auckland Office meets expectations.

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 Pacific Visits Officer will have the following experience, skills and knowledge:

Qualifications

- Relevant post graduate degree or undergraduate degree with relevant professional experience

Experience:

- Knowledge and experience relevant to the role – with a minimum 5 years working on Pacific related issues.
- Previous experience in aviation, customer service, airport employ, or official/VIP facilitation is an advantage.
- Strong engagement background across all social strata working with Pacific and with Pacific partners (Government, Communities, Faith-based, Academics, etc).
- Experience understanding and delivering results, including through effective project management.

Skills and knowledge:

- Adaptability and flexibility to handle changing priorities and environments.
- Demonstrated strong Pacific cultural competencies.
- Well developed project management skills, planning and organising skills and the ability to manage a work programme. Proven ability to prioritise issues and activities.
- Strong ability to build, maintain and leverage relationships.
- Excellent written and verbal communication skills.
- Strong interpersonal skills with an ability to work successfully with a diverse range of people internally and externally.
- Demonstrated ability to work effectively in teams and across boundaries.
- 24/7 operational environment – work including nights, weekends, and public holidays.
- Strong facilitation skills.
- Understanding of the machinery of government and the Government decision making process.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships

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

Internal (within MFAT)

- Auckland Office team members and management
- Pacific Regional Division
- Pacific Bilateral Divisions
- Visits and Events Logistics Unit, Protocol Division
- MFAT staff, both onshore and offshore

External (outside MFAT)

- Visits and Ceremonial Office (VCO)
- Pasifika institutions, organisations and communities based in Auckland and across the region
- Pacific business interests in Auckland, including Pacific Trade and Invest, Business Link Pacific, Pacific Business Councils, Pacific Business Trust, and Auckland Chamber of Commerce
- NZTE (co-located)

Delegations - Whakatautapatanga

- 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.
- A current NZ drivers licence

References

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