

Position Description

Position Title - Ingoa Tūranga

Operations Manager - Pacific Islands Forum Taskforce (403788)

Group - Puni

Pacific and Development Group

Division - Tānga

Pacific Regional Division

Reports to - Menetia

Director Pacific Islands Forum Taskforce

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 and 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.

Pacific Islands Forum

The Pacific Islands Forum (PIF) is the region's pre-eminent political organisation and the core platform through which Pacific Leaders take decisions, build consensus, and respond to shared challenges. The Forum brings together 18 Member countries to articulate collective priorities, advance regional security and resilience, and reinforce the norms and values the Pacific seeks to see embedded globally.

New Zealand is a founding Member of the PIF. This reflects our long-standing commitment to Pacific regionalism and to rules-based organisations that safeguard the sovereignty of all states, regardless of size. We remain committed to reinforcing Forum centrality and supporting the region's collective priorities as outlined in the 2050 Strategy for the Blue Pacific Continent. New Zealand's foreign-policy objectives are best advanced through a strong, coherent Forum system that reflects Pacific priorities and maintains a high bar for external engagement.

New Zealand will host the Pacific Islands Forum 2027 Leaders Week ("PIF27") in August 2027. PIF27 will bring together Heads of Government, Ministers, officials and stakeholders from across the Pacific, requiring coordinated delivery across multiple venues, systems and agencies.

About the Position - Mō te Tūranga

The Operations Manager PIF Taskforce is responsible for leading the operational planning, logistics strategy and delivery readiness framework for PIF27, ensuring the Government is fully prepared to successfully host one of the Pacific region's most significant diplomatic events.

The role provides leadership and contract management across the operational and logistics workstreams, including transport, accommodation, venues, accreditation and delegate movements, ensuring these functions are integrated, risks are actively managed, and delivery partners achieve agreed outcomes. The role is accountable for operational readiness and delivery assurance across the programme.

Operating within a complex multi-agency environment, the role coordinates and influences senior stakeholders across government and external organisations, leads critical supplier and partner relationships, and provides strategic operational advice to the Director PIF27 Taskforce and programme governance groups.

The role provides leadership across a matrix environment, including contractors, delivery partners, specialist advisers and agency representatives, to achieve successful event outcomes.

This role sits within the PIF27 Taskforce and reports to the Taskforce Director and is responsible for 1-2 direct reports although this number may scale up closer to the event.

This role is based in Wellington with travel within New Zealand as required. In the lead up to and during event delivery:

- a period temporarily based in Auckland is anticipated for this role; and
- some afterhours work may be required during peak periods.

Key Accountabilities - Kawenga Matua

Role specific

Operational Leadership and Delivery

- Lead the development and implementation of the operational logistics strategy for PIF27, ensuring integrated delivery across transport, accommodation, venues, accreditation, delegate movements and related operational workstreams.
- Direct the development of operational plans and delivery frameworks that enable effective coordination across government agencies, suppliers and delivery partners.
- Lead operational readiness activities, ensuring systems, processes and resources are in place to support successful event delivery.
- Hold accountability for operational delivery outcomes, ensuring milestones, budgets, quality standards and programme objectives are achieved.
- Provide leadership across operational workstreams to ensure dependencies, interfaces and risks are proactively managed.
- Lead the resolution of complex operational issues and delivery challenges, making recommendations and escalating strategic matters where required.
- Ensure lessons learned, continuous improvement and operational best practice are incorporated throughout programme delivery.
- Deputise for the Taskforce Director when required.

Governance

- Provide authoritative operational advice to the Director PIF27 Taskforce, governance groups and senior leaders on operational readiness, programme risks and delivery confidence.
- Lead reporting on operational performance, delivery status, risks and mitigation strategies to programme governance forums.
- Influence cross-government decision-making through the provision of robust analysis, options and recommendations.
- Represent the Taskforce in senior interagency forums, acting as the principal operational lead for logistics and event delivery matters.
- Ensure governance bodies have visibility of critical operational risks, dependencies and delivery trade-offs.

Stakeholder engagement

- Stakeholder Leadership Build and maintain effective working relationships with Taskforce members, MFAT teams, NZ Inc agencies and delivery partners.
- Lead engagement with senior officials, government agencies, local authorities, foreign delegations, security partners and other key stakeholders to achieve integrated operational outcomes.
- Build alignment and commitment across diverse stakeholder groups operating within a complex political and operational environment.
- Support engagement with a broad set of stakeholders connected to PIF27 including foreign delegations, Treaty partners, business and trade communities, academia and Pasifika and the wider public.
- Provide strategic briefings, advice and recommendations to senior decision-makers and governance bodies.
- Act as a trusted adviser on operational and logistics matters across the PIF27 programme.

People Leadership

- Lead and coordinate the work of contractors, consultants, specialist advisers and delivery partners across operational workstreams.
- Foster a collaborative, high-performing and inclusive team environment across the Taskforce and partner agencies.
- Provide coaching, mentoring and guidance to project team members and operational leads.
- Promote a culture of accountability, continuous improvement and successful delivery.

Organisational Responsibilities

- Demonstrate alignment with the organisation's values, goals, policies and procedures.
- 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.
- Treat 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.
- 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, including contributing to/presenting at internal learning and development opportunities.
- All other duties as requested by the employer.

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

The PIF27 Operations Manager will have the following experience, skills and knowledge:

Qualifications:

- Relevant tertiary qualification or equivalent practical experience

Essential Experience:

- Extensive experience leading the planning and delivery of large-scale, complex, high-profile events, programmes or operational initiatives.
- Demonstrated success leading delivery in multi-agency environments involving multiple stakeholders and competing priorities.
- Proven experience leading complex logistics and operational functions, including transport, accommodation, venues, accreditation and security interfaces.
- Significant experience managing strategic supplier relationships, procurement processes and complex contractual arrangements.

- Experience influencing senior leaders and governance bodies on complex operational and delivery matters.
- Demonstrated experience leading teams, contractors, consultants or specialist resources in a matrix-management environment.
- Demonstrated ability to build and maintain effective working relationships across government agencies and with a range of stakeholders, supporting coordinated delivery
- Sound understanding of the government operating environment and ability to apply this in supporting delivery
- Awareness of financial and commercial considerations relevant to delivery, including working within agreed parameters and supporting value for money outcomes
- Proven ability to manage significant programme risks, issues, dependencies and delivery trade-offs.
- Experience working in politically sensitive environments where public, ministerial or international scrutiny is present.
- Strong understanding of the machinery of government and public sector accountability requirements.
- Proven ability to deliver results as part of a team environment, working with others to achieve agreed outcomes
- Strong personal drive and motivation, with the ability to take a pragmatic and solutions-focused approach

Skills, knowledge and personal attributes:

- Exceptional operational planning and programme delivery capability.
- Strong strategic thinking and systems leadership skills.
- Ability to translate strategic objectives into executable operational delivery plans.
- Advanced stakeholder management, negotiation and influencing capability.
- Strong commercial, financial and risk management acumen.
- Excellent judgement and decision-making skills in complex and ambiguous environments.
- Ability to lead under pressure and maintain delivery momentum through demanding programme phases.
- Excellent written and verbal communication skills.
- Ability to build trust, credibility and influence across diverse stakeholder groups.
- Demonstrated resilience, adaptability and professional integrity.

Relationships - Pātahitanga

The PIF27 Operations Manager position is required to build and maintain the following relationships:

Within the Ministry:

- PIF27 Programme staff
- Divisional Manager PACREG and the wider PACREG policy team
- Other relevant Divisional Managers, including Commercial, Security, Finance and Information Management Divisions, the People Division and Houtina.
- Other MFAT staff, both onshore and offshore

Outside the Ministry:

- NZ agencies involved in PIF27 Planning
- Pacific Islands Forum Secretariat
- Commercial suppliers, including those providing event delivery, venues, accommodation, transport
- Foreign governments and their diplomatic missions
- Business, academia, regional and international organisations and institutions, Māori, Pasifika and the wider community
- Auckland-based and other regional/local partners

Delegations - Whakatautapatanga

- Delegated authority for operational expenditure within approved programme budgets.
- Accountability for supplier performance and contract management within delegated limits.
- Authority to represent the Taskforce in operational decision-making forums.

Mandatory Role Requirements - Whakaritenga Tūanga Whakahauanga

- You must hold New Zealand citizenship.
- You must be able to obtain and maintain an appropriate level New Zealand Government Security clearance.

References

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