

Position Description

Position Title - Ingoa Tūranga
Engagement Adviser (402763)

Group - Puni
People and Operations (P&O)

Division - Tānga
Security and Organisational Resilience Division (SORD)

Reports to - Menetia
Unit Manager, Policy & Practice

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.

About the Position - Mō te Tūranga

The Engagement Adviser's role is key to ensuring that the communication of complex security and resilience materials is made simple and engaging for a wide internal audience. This role will help us to create visual content for both day-to-day communication of processes and documentation, as well as for internal publication and training purposes. The role will also support the division to manage key stakeholder relationships through tools, presentations and support on engagement approaches. The Engagement Adviser also works closely with the Senior Adviser, Training and Education on the development and delivery of SORD training resources.

Key Accountabilities - Kawenga Matua

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

- Ensure that significant written communications from SORD are fit for purpose, utilising a range of styles from highly engaging through to formal depending on context
- Coordinate regular SORD communications
- Working closely with people across the division create simple images, visual aids, training materials and infographics that support the Ministry to understand complex security and resilience information
- Ensure that SORD content on the intranet and within training materials is well written and effective
- Contribute knowledge and expertise to a strategic communications and engagement plan to inform and inspire a wide range of audiences
- Design and deliver engagement and communications tools to manage SORDs internal and external engagement processes including maintaining a list of key stakeholders and our approach to engagement
- Create presentations on a range of topics and support the writing of speeches as needed
- Maintain the division's online presence, including within training systems, to ensure that information is accessible to all who need to access it
- Provide advice and support for the creation and promotion of training and educational materials
- With others, support the creation of effective reporting visualisations
- Provide advisory support to continuous improvement processes from time to time as needed
- Maintain effective relationships with key communications and engagement professionals within MFAT
- Ensure that Mataranga Māori principles are being applied effectively to all SORD communications

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.
- 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

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

The Engagement Adviser will have the following experience, skills and knowledge:

Experience:

- A Communications based or other relevant tertiary qualification; and/or
- Experience in a communications, stakeholder engagement, or training role.

Skills and knowledge:

- Ability to create strong visual and written communications utilising Visio, Word and Powerpoint
- Ability to plan appropriate communications and engagement solutions using a range of channels, with a strong focus on achieving results
- Demonstrated expertise in communications service delivery
- Ability to identify critical communications and engagement issues and deliver or broker relevant services
- Politically aware and able to take a strategic focus on communication opportunities

- Ability to communicate and engage effectively with a range of stakeholders in varying contexts.
 - Sound understanding of tikanga and Te Tiriti o Waitangi principles
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Relationships - Pātahitanga

The Engagement Adviser is required to build and maintain the following relationships:

Internal:

- SORD staff
- Unit Manager Policy & Practices
- Divisional Manager
- Communications staff
- Other MFAT staff, both onshore and offshore

External:

- NZ government agencies
 - Diplomatic missions
 - Business, academia, regional and international organisations and institutions, Māori and the wider community
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Delegations - Whakatautapatanga

- 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: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>