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| **Position Title - Ingoa Tūranga**  **Team Administrator (MBIE)**  **(NB: part-time, approximately 20 hours per week)** |  |
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| **Group – Puni**  **Americas and Asia Group** | |
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| **Post - Pou**  **Colombo** | |
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| **Reports to - Menetia**  **Counsellor (Immigration)/Irregular Migration Liaison Officer** | |

**About the Public Service - Mō te Ratonga 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.

**About the Post - Mō te Pou**

The New Zealand High Commission in Colombo, Sri Lanka represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services.  This is done by building connections with Sri Lanka that enables the New Zealand Government to achieve more than it could alone.

The High Commission takes a distinctively New Zealand approach, reflecting New Zealand’s diversity and heritage. Our values are impact, kotahitanga (strength through diversity), courage and manaakitanga (we honour and respect others).

The Post serves as New Zealand’s High Commission to Sri Lanka and The Maldives. It is a historic time to be joining the High Commission, having only been established in September 2021.

**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 Team Administrator is responsible for providing administrative support to the Irregular Migration Liaison Officer and wider support to the substantive political, trade, and economic work of the High Commission and of the visits and event programme of the High Commission.

The position may be required to undertake, or provide backup to, a wide range of activities in support of the High Commissions

operational objectives. Responsibilities will take best advantage of the overall team resource and individual skills.

**Key Accountabilities - Kawenga Matua**

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

**Team Administator**

* Provide administrative support for the Irregular Migration Liaison Officer including call screening, placing of calls, seeking and scheduling appointments, diary management, contact database management, coordination of inwards invitations and diary deconfliction, meeting and greeting of visitors, coordination and provision of hospitality needs at the High Commission, drafting and collation of correspondence for the Irregular Migration Liaison Officer’s attention, expense processing
* Organise and manage travel and accommodation bookings for the Irregular Migration Liaison Officer, and other staff if required
* Book and coordinate meeting room and transport requirements for the Irregular Migration Liaison Officer, and other staff if required
* Provide other administrative assistance to staff from the High Commission, as required

**Administration**

* Undertake general administration support including but not limited to drafting of TPNs and general correspondence, Customs clearance paperwork, receipt and distribution of parliamentary documents etc
* Manage MBIE official representational gift stocks and associated register
* Where required assist with verbal and written translations between English and the local language
* Provide assistance with the ordering and importation of duty free items, liaison with shipping agents and courier companies, preparation of documentation relating to import/export of household and other goods including vehicles ie. vehicle importation, registration, servicing etc.
* Contribute to the High Commission’s contacts database containing information about key contacts and people in key positions in government departments and the private sector in Sri Lanka and any countries of accreditation.
* Offer guidance and assistance to the Irregular Migration Liaison Officer, and other seconded staff if appropriate, on local protocol issues so as to maintain good contact and relations with the Sri Lankan government
* Initiate, develop, and cultivate good relationships with key contacts in relevant Ministers offices and agencies in Sri Lanka and any countries of accreditation for key New Zealand entities;
* Keep the Irregular Migration Liaison Officer and other staff appraised on changes of key personnel within key organisations.
* Ensure all official correspondence, including email, is promptly filed to relevant GDM folders
* Periodically review systems and processes to maintain efficiencies
* Provide other administrative support as necessary, including back up and/or cover for reception and telephone duties

**Visit and Event Management**

* Provide support for official visits and events and key post functions, including but not limited to:
  + Assist with arranging and organising functions, meetings and events including but not limited to venue selection, invitations, programmes, briefing, run sheets, seating plans, preparation of menus, catering and staffing requirements with regards to functions held at the High Commission, external venues and the High Commissioner’s residence
  + Greeting IMLO and other High Commission guests, organise and serve refreshments
  + Assist with accommodation and logistical arrangements
  + Liaison with external providers (hotels, rental agencies, caterers, government departments)
  + preparation of health and safety plans for events

**Consular**

* Contribute to Post contingency planning efforts and any responses to a crisis in Sri Lanka.

**Security**

* Be familiar with the Post Security Instructions and adhere to these at all times.

**Relationship Management**

* Develop and maintain key relationships both internally and externally in order to advance the post’s objectives.

**Knowledge Management**

* Contribute to the continuous development of the organisation’s knowledge base by using the organisation’s internal systems, sharing information and data with relevant internal stakeholders

**Other tasks**

* In consultation, undertake other tasks as required of the High Commissioner and other New Zealand staff, in light of the fact the High Commission is a small team and thus everyone has to undertake a range of tasks as they arise.

**Health and Safety**

The organisation is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

You are responsible for:

* taking reasonable care of your own and other’s health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
* complying with reasonable instructions to ensure the organisation is able to comply with the New Zealand Health and Safety at Work Act 2015
* cooperating with health and safety policies and procedures
* identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
* identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
* raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
* ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk
* ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

Other

Undertake driving duties as required.

**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.
* 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 Team Administrator (MBIE) will have the following experience, skills and knowledge:

The following is required:

* Previous successful administrative experience ideally to a senior manager and/or leadership team;
* Demonstrated ability to contribute to and work within a team;
* Excellent written and oral communication skills, in both English and local language(s)
* Ability to establish and nurture a network of contacts;
* Demonstrated ability to build and maintain effective relationships;
* Excellent Microsoft Office suite skills, especially Microsoft outlook and calendar, Excel and Word;
* Well-developed planning and organisational skills, including ability to manage competing priorities, balance and prioritise tasks effectively and work under pressure;
* Strong customer focus, with the ability to communicate effectively with a range of people and build effective working relationships within a team;
* 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 and follow up without prompting (e.g. on meeting requests);
* 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;
* Bring a can do/value add service approach to the role
* Proven numeracy skills and demonstrated experience in use of financial functions and processes in an office environment
* Hold a current, clean driver’s licence and be able to drive post vehicles (as required) safely in local conditions

**Relationships - Pātahitanga**

The Team Administrator (MBIE) position is required to build and maintain the following relationships:

Internal (within Post)

* Irregular Migration Liaison Officer
* The High Commissioner, other seconded staff and staff employed at post
* Key staff in appropriate NZ government agencies

External (outside Post)

* Partner Sri Lanka Foreign Ministry and the Foreign Ministry’s of any countries of accreditation.
* Peers in other key diplomatic missions
* Local Government contacts (e.g. state government, education, development agency) and military contacts
* Other New Zealand Agencies

**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 be able to obtain and maintain an appropriate security and/or Sri Lankan police clearance.
* You must have the legal right to live and work in Sri Lanka

## References

* **Ministry’s Strategic Intentions 2019-2023***Available here:* <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>