



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

Position Title

Management Counsellor and Consul

Reports To

Head of Mission, Beijing

Group

Americas and Asia Group (AAG)

Location

Beijing

Job Code

P3342

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About the Ministry

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealand safer and more prosperous.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

- *Kaitiakitanga*: delivers solutions to global challenges, for the benefit of present and future generations;
- *Leadership*: amplifies New Zealand's influence and standing in the world;
- *Prosperity* delivers improved prosperity for New Zealand and our region;
- *Stability* delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Post

The Post 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 the host Country and other accredited countries where required, that enables the New Zealand Government to achieve more than they could alone.

The Post takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our values are professionalism, leadership, respect, collaboration and innovation.

About the Position

The Management Counsellor and Consul-General is a senior management position within the Embassy responsible for providing post management with advice and guidance in all aspects of the post's operations, including in consular, property, finance, security and staff management work. The position has eight direct reports (seconded Second Secretary and Attaché, Residence Chef, plus LES Office Manager, Finance Officer and Driver team) and also provides comprehensive support, advice and training to operations in the China posts network.

Key Accountabilities

- Regional/ China Posts
 - Supporting Consulates General in Shanghai, Guangzhou and Chengdu with advice, support and staff training/mentoring in all management, administration, consular and security work at post
 - Regular programme of visits to China posts to provide additional support as needed.
- People Leadership
 - Recruit, retain and develop high performing staff to ensure the Ministry has the necessary expertise required by their team
 - Manage staff so they are empowered to make decisions, while consulting on issues that need wider consideration
 - Ensure effective flow of information occurs both vertically and horizontally, within the division and group, including post/s, and across the Ministry
 - Build strong team spirit and level of engagement, acknowledging team contribution and achievement as appropriate
 - Ensure the performance management framework is implemented for self and team members, actively managing both strong and poor performance
 - Formally coach and mentor team members by fostering high standards in the quality of outputs and ensuring a culture of learning, sharing experiences and constructively challenging thinking
 - Using the Learning and Career Development Framework, policies and programmes, identify and encourage team members to develop specialised skills, knowledge and experience in priority areas as required to deliver the Ministry's Strategic Framework
 - Responsible for staff and performance management and oversight of seconded Second Secretary (Admin), Attaché, Facilities Manager, Official Residence chef, plus LES Office Manager, Finance Officer and embassy driver team.
 - Providing in-depth and professional support and advice on all seconded staff and local staff contracts and terms and conditions, including ensuring the post meets requirements of Chinese employment law and local practice.
 - Oversight of seconded staff transfer processes, ensuring systems are working well and staff are well-served on arrival and when departing the post.
- Consular Management
 - Provide strategic leadership to ensure Beijing and China posts provide timely and professional consular advice and assistance to New Zealanders in China and Mongolia
 - Lead post engagement with other diplomatic missions and build a range of contacts in consular casework and emergency management.
 - Lead post contingency planning processes and ensure all plans, including consular emergency and business continuity plans, are up to date and that post is in a high state of preparedness and readiness to respond to emergencies.
 - Work with Consulates-General in Shanghai, Guangzhou and Chengdu, to ensure

- their contingency planning is up to date and they are in a high state of preparedness and readiness to respond to emergencies.
- Oversight of all consular casework, and making sure all cases are recorded correctly.
 - Support consular casework in Consulates General as required
 - Oversight of management of the Safetravel registration database to ensure information is current and ready for use in the event of an emergency
 - Lead consular training and participate in after hours and on-call consular roster
- Financial Management
 - Provide post management with detailed budget monitoring and budget status reports and advice, and with responsibility for managing Budget Estimates and Budget Update processes and monthly reporting
 - Take lead in ensuring that effective internal controls are in place and that all audit recommendations and processes are implemented
 - Position is approving officer and cheque signatory.
 - Asset Management
 - Take lead in ensuring AIMS is maintained and kept fully up to date at all times.
 - Manage Asset registers and post inventories, ensuring they are updated at all times.
 - Manage and negotiate rental agreements for incoming seconded staff, and arrange security and health and safety inspections of all staff housing.
 - Knowledge Management
 - 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.
 - Security
 - As Post Security Officer actively lead and maintain Post security standards as set out under Post Security Instructions and other requirements
 - Represent New Zealand at the Beijing Diplomatic Security Managers Group (ISF), Meetings and report back to Wellington
 - Oversight and management of day to day post security and ensuring that systems and information are managed and maintained to the highest standards
 - Provide professional Protective Security—leadership advice and support to the Consulate-General's in Shanghai, Guangzhou and Chengdu. Maintain an active working relationship with the post Security Adviser seeking advice and guidance as required
 - New Zealand Inc.
 - The NZ Inc. relationship, under the Government's NZ Inc. China Strategy, is important and this position requires support to building and enhancing the relationship, including with the Shanghai and Guangzhou Consulate-General offices.
 - Business and Programme Management
 - Lead the Post's administrative processes in support of strategic priorities and high level outcomes
 - Manage administrative resources to ensure that they are appropriately distributed and managed within budget
 - Take a leadership role in the preparation and implementation of the post's strategic and business planning processes

- Relationship Management
 - Develop and influence a clear map of relationships with decision-makers, policy-makers and thinkers that advance the division's objectives
 - Develop and maintain relationships with key internal and external stakeholders in order to advance the division's objectives
- Organisational Responsibilities
 - Demonstrate and lead 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
 - Actively input into and support the Ministry's strategic priorities and high-level outcomes framework
 - Contribute to the preparation and reporting requirements of the Ministry's accountability documents
 - Foster strong working relationships across the Ministry
 - Contribute to Ministry-wide projects and emergency response situations
 - Apply tikanga and Treaty of Waitangi principles, ensuring staff also have a good understanding and are able to apply the Ministry Māori dimension in a way that is relevant to the context of our business and underpinned by Ministry values
 - All other duties as requested by the employer
- Knowledge Management
 - 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
- Health and Safety
 - Act as post health and safety officer
 - Ensure that health and safety risk register and associated action plans are fully up to date at all times and recommendations on H&S standards are maintained and implemented.

As a manager the management counsellor is required to demonstrate leadership of all health and safety matters for all areas of responsibility. This means ensuring that the Ministry complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and mitigated, so far as is reasonably practicable.

The health and safety officer is responsible for:

- ensuring that health and safety resources and processes are in place and are being appropriately used
- engaging with staff, and contractors to enable proactive participation in matters related to health and safety
- ensuring that health and safety hazards are identified (in consultation with staff), that controls are in place, that associated risks are being assessed and regularly reviewed, and an action plan determined to eliminate or mitigate the risks so far as reasonably practicable
- implementing the agreed actions to eliminate or mitigate the assessed risks and monitoring and reviewing progress

- ensuring that the group or event hazard and risk register documents are regularly updated and controls are regularly reviewed
- ensuring that all health and safety incidents, illnesses, injuries, near misses are immediately reported through the HR Kiosk and followed-up
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your manager.

Qualifications, Skills, knowledge & experience

The following are required:

Qualifications

- Relevant tertiary qualification or extensive previous successful experience and knowledge in a senior administrative role.

Skills

- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Ability to convey complex information logically and concisely in both written and oral forms.
- Strong oral and written communication skills.
- Strong interpersonal skills.
- Ability to work under pressure.
- Ability to work as part of a team.
- Ability to work with staff from all levels of the organisation
- Ability to facilitate and coordinate tasks.
- Good policy formulation skills and sound judgement.
- Sensitive to and appreciative of EEO issues.
- Ability to work with people from other cultures.
- The ability to facilitate complex tasks in a multi-disciplinary environment.
- Proven ability to adapt to changing situations, to respond to multiple demands, set priorities and balance conflicts.
- Demonstrated ability to be diplomatic and calm in all circumstances and support those representing the interests of New Zealand

Knowledge

- Have advanced knowledge in information communication technology including MS Office suite, MS systems, and the use of smart phones, laptops and desk top computing.
- Proven ability to identify risk and mitigating actions, and present recommendations for management for approval whilst demonstrating the use of sound judgement in these
- Possesses a strong achievement/delivery focus – sets high standards including accuracy and attention to detail

Experience

- Demonstrated leadership and management acumen. This includes:
 - Ability to bring out the best performance in others, including setting expectations, providing feedback, encouraging high performance, and addressing underperformance
 - Ability to coach and develop people, to ensure that staff have the right skills to do their jobs well and progress in their careers
 - Shows the drive and resilience to lead proactively and deliver sustainable high performance
 - Demonstrates the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
 - Ability to lead, implement and champion organisational change
 - Ability to build, maintain and leverage relationships with key internal and external contacts
 - Ability to think strategically and contribute to group decision making
 - Excellent written and verbal skills
- Experience in managing sensitive material with a high degree of tact and integrity, and working with a wide range of people across cultural and social backgrounds
- Experience in managing external providers and building and maintaining relationships both face to face and remotely to achieve successful outputs

Relationships

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

Internal (within Post)

- Head of Mission
- Deputy Head of Mission
- Security Division Account manager and Management team
- Direct Reports
- Other local and seconded staff at post
- Official residence representational staff
- Other NZ agencies represented at post
- Group Business Manager, Wellington
- Account Managers (e.g. Finance, Human Resources)
- Regional Assets Manager (Asset Management Division)
- Information Technology Technician
- Technical staff

External (outside Post)

- Chinese Foreign Ministry
- Diplomatic Services Bureau (Personnel, and Housing Corporation)
- Managers across a range of functions in other key diplomatic missions
- Local contractors (maintenance)

Delegations

The position is responsible for the management of an overall team of 18.

Delegations as set out in the Ministry's Instrument of Delegation

These include:

Human Resources

- Recruitment of all divisional staff in adherence with Ministry policy

Financial

- As delegated by Divisional Manager

Mandatory Role Requirements

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