

## Position Description

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**Position Title** Executive Assistant/Team Administrator

**Post** New Zealand High Commission, Ottawa

**Category** Locally Engaged Staff

**Reports to** Administration Manager

**Last Review Date** July 2017

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**Delegations** This position has no delegated authority.

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**About the High Commission** The New Zealand High Commission in Ottawa 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 Canada that enables the New Zealand Government to achieve more than they could alone.

We take a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage, our values and professionalism, leadership, respect, collaboration and innovation.

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**About the Position** The Team Administrator is responsible for providing executive assistant support to the High Commissioner; general administrative support to the Post; support for representational activities; travel and visitor arrangements; and events; and handling public enquires.

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

Internal (within Post)

- Head of Mission (HOM)/High Commissioner
- All other staff
- Family members of seconded staff
- New Zealand Defence Force personnel
- Service contractors, messengers, cleaners

External (outside Post)

- NZ Ministry of Foreign Affairs and Trade officials
  - The Consulate-General Vancouver
  - New Zealand Honorary Consuls
  - Other New Zealand Government Agencies
  - Diplomatic Missions in Ottawa
  - NZ Businesses and organisations engaging in Canada
  - Canadian Businesses
  - Canadian Parliament and Federal Agencies
  - Provincial Governments and Agencies
  - Academics, Scholars and Think Tanks in Canada
  - Service providers in Ottawa
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**Key** The position has the following key accountabilities:

#### Communications and Public Diplomacy

- First point of contact for public enquiries
- Maintain database of post contacts
- Maintain Post Agenda, Forward Travel and Annual Leave Schedule and Work Programme.
- Maintain and distribute Post and MFAT Directories (Telephone, staff listing, information)
- Coordinate the distribution of media releases, media meetings and interviews for the High Commissioner and visiting VIPs, distribution of Ministry publications.
- Administer and update Post Facebook Page and Blog.
- Distribute and dispose of officially supplied magazines.
- Provide scanning/photo copy assistance.
- Maintain and update Post photo library

#### Executive Assistant

- Manage, maintain and update HOM diary and schedule
- Coordinate with HOM spouse, the HOM diary and event planning at official residence
- Create, send, register RSVPs and respond to official invitations
- Screen calls, correspondence and invitations for HOM
- Arrange appointments for Seconded Staff as requested
- Book Post travel (flights, hotels, airport protocol as required)
- Prepare TPNs (Third party Notes to Department of Foreign Affairs Trade and Development Protocol)
- Occasional driving HOM and seconded staff as required to meetings
- Provide administrative assistance for representational events, functions, place cards, menus, meetings and presentations, including booking venues, guest invitations, RSVPs, arranging waiters and catering and supplying associated agendas and programmes as required and arranging transportation/driver(s). This includes for ANZAC day, Ministerial visits, visits by NZ government officials, presentation of HOM credentials and HOM calls.
- Prepare applications for Special Occasions Permits from provincial governments
- Prepare HOM representational travel and any other official claims
- Arrange service (including refreshments) for callers and visitors to the HOM
- Schedule/Book local transportation (Limousine service, taxi, airport services) for Seconded staff and visitors
- Escort maintenance and cleaning personnel while in the High Commission

- Prepare, finalise and issue Programme documents for staff on official travel and for official visitors as required

#### Administration

- Undertake reception and telephonist duties
- Undertake general administration, including managing representational gift stocks, office and kitchen supplies, scanning documents for electronic filing
- Provide support across all areas of post administration.
- Drive or walk to pick up office supplies, deliver messages and correspondence
- Administer information materials in the High Commission including the UN Handbook and respond to requests for information, materials on New Zealand
- Research and disseminate articles relevant for Policy Staff

#### Organisational Responsibilities

- Ensure all Ministry of Foreign Affairs and Trade and Post policies and procedures are adhered to.
- Be aware of and adhere to the Health and Safety policies and procedures
- Contribute to Post-wide projects and emergency response situations

#### 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

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

#### Other

- Backup Team Administrator/Consular Adviser
- After hours and weekend on call Consular duties(rotation)
- Undertake additional duties as required

- Qualifications, skills and experience

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You must have the following qualifications, skills and experience:

- A relevant tertiary qualification and / or previous work experience in a relevant industry (e.g. diplomatic mission government, corporate sector, hospital, police, military) which has a strong customer focus
  - 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 boundaries
  - Sound knowledge of local governmental and administrative systems, customs and practices, trends and issues and cultural,
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political and social environments

- Excellent written and oral communication skills (in both English and French)
- Interest in learning about New Zealand
- Strong interpersonal skills and demonstrated ability to build and maintain effective relationships and work effectively and collaboratively in a team environment
- Good understanding of IT systems – both hardware and software especially Microsoft Office applications and document backup and security
- Highly competent in Microsoft Office suite
- Familiarity with the main social media platforms including Facebook and twitter, ability to: generate social media content ideas for approval, post material on Facebook and twitter, respond to query messages sent to social media pages
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Strong customer focus, with the ability to communicate effectively with a diverse range of people
- Possesses a strong achievement/delivery focus – set high standards including accuracy and attention to detail
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
- 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
- Hold a current, clean driver's licence and be able to drive post vehicles(as required) safely in local conditions

**Additional  
Comments**

- Ability to obtain and maintain appropriate security clearances
  - As a member of a small team, it is essential that the job holder is prepared to perform such other duties as can reasonably be regarded as incidental to the position description and such other duties reasonably within their experience and capabilities as may be from time to time
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