

## **POSITION DESCRIPTION**

### **Position Title**

Senior Group Administrator, EMA

### **Reports To**

Group Business Manager, EMA

### **Group**

Europe, Middle East, Africa and Australia Group

### **Date Created/Updated**

October 2017

### **About the Ministry**

The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

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

Our work:

#### *Leadership*

- amplifies New Zealand's influence and standing in the world;

#### *Prosperity*

- delivers improved prosperity for New Zealand and our region;

#### *Kaitiakitanga*

- delivers solutions to global challenges, for the benefit of present and future generations;

#### *Stability*

- delivers security and resilience to our country, our people, and our region.

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

### **About the Group**

EMA is the Ministry's group through which the Ministry shapes, implements and delivers the government's foreign and trade outcomes in Australia, Europe, Middle East and Africa.

### **About the Position**

The Senior Group Administrator assists the Group Business Manager in providing advice, expertise and support in the areas of business management, corporate services, and financial management and reporting, support services and people leadership responsibilities, across the Group. They will assist the Group Business Manager to manage Ministry contracts, coordinate the administrative aspects of posting staff offshore, and ensure the efficient and effective operating of EMA divisions and posts.

The Senior Group Administrator has People Management responsibility for 3-4 Team Administrators.

### **Key Accountabilities**

The following key accountabilities of this role assist in delivering the Ministry's vision and mission.

## **People Management and Leadership**

- Manage Team Administrators to deliver high quality administrative support;
- Work with GBM to ensure that resources are appropriately distributed across the Group;
- Develop, motivate and support a high performing environment;
- Support, coach and mentor team members, sharing best practice and fostering a culture of learning, good team spirit, and acknowledging team contribution and achievements;
- Build and maintain staff capability through the management of individual performance plans. In consultation with GBM set performance expectations, conduct achievement and development conversations and conduct formal appraisals.
- Contribute to DS EMA team's delivery of its planned and agreed activity streams to realise its strategic priorities and high level outcomes;
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work;
- Buddy new members of the team supporting a culture of learning and sharing of experiences.

## **Administrative and Operational Support**

- Provide administrative oversight and support to enable the smooth operation and maintenance of office systems, resources and equipment and supports the Group work programmes;
- Provide back up to the Group Business Manager during periods of leave and/or absence or when the Group Business Manager is otherwise occupied. Be aware of issues arising and potential issues, and escalate as necessary to the Group Business Manager;
- Identify, recommend and implement as agreed systems, processes and initiatives that will support the Group to undertake its functions effectively and efficiently;
- Champion and advocate for a culture of continuous improvement;
- Coordinate small projects from time to time as required;
- Ensure compliance with MFAT standards for written material, travel policy, procurement requirements, delegations, and timely delivery of internal reports;
- Provide back up and assistance across the Ministry Groups as requested by the Group Business Manager;
- Contribute to the Ministry's wide projects and programmes of work.

## **Contract management**

- Assist the Group Business manager with the contract management of the Ministry's relocations contract, in accordance with best practice principles and mandatory rules for Government procurement.

## **HR Administration and Coordination**

- Provide administrative support for recruitment and induction processes;
- Coordinate with Divisional Managers to ensure that all recruitment and induction processes are completed and adhered to across the Group;
- Plan and organise training for staff across the group.

### **Financial Administration**

- Assist with group budget forecasting, estimates and monitoring in coordination with GBM;
- Check, code and arrange appropriate signoff for invoices for Finance within agreed timeframes;
- Ensure appropriate approvals for purchasing and travel are being sought in accordance with existing policies and financial approvals.

### **Transfers Coordination**

- Drive process improvement relating to transfers processes ensuring consistency between groups;
- Coordinate transfers for the Group and ensure timeframes are being met and standards of service upheld;
- Provide advice on transfer logistics and policy to staff;
- Attend meetings for the Process Governance Group to approve changes to operational policy;
- Identify and progress service provider or policy issues;
- Monitor transfers expenditure and seek cost recovery from staff for expenditure beyond entitlement.

### **Relationship and Stakeholder Management**

- Establishes and maintains productive and harmonious working relationships across all internal/ external stakeholders
- Utilises communication and relationship management activities to facilitate buy-in and co-operation, builds understanding, agreement and support required actions associated with delivery
- Builds relationship with staff on and offshore to continually improve service delivery and cross agency collaboration.
- Identifies and takes advantage of opportunities so there is continuous improvement in business processes, and improved value is delivered to stakeholders.
- Actively seeks and acts on feedback, referring when required, to ensure that the best possible outcome is achieved
- Makes a noticeable positive contribution to the enhancement of our reputation for professionalism and responsiveness

### **Organisational Responsibilities**

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework;
- Contribute to the preparation and reporting requirements of the Ministry's accountability documents;
- 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;
- Using the Ministry's Capability and Leadership Frameworks, identify and participate in opportunities for learning and development, including through regular coaching and mentoring;

- Identify and pursue opportunities to build specialised skills, knowledge and experience aligned with the Ministry's Strategic Framework;
- 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.

### **Health and Safety**

The Ministry 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 Ministry instructions to ensure the Ministry is able to comply with the 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.

### **Qualifications, Skills, knowledge & experience**

The following are required:

#### **Qualifications**

- Minimum of five-seven years' experience in an administrative role and/or relevant qualification

#### **Skills and experience**

- Well-developed planning and organisational skills
- Experience of prioritising a team's activities
- Experience of coordinating a team on a day to day basis
- Ability to contribute to and work closely as a team
- Strong written and oral communication skills
- Strong relationship management skills and the ability to influence
- Sound judgement and decision making skills
- Ability to work under pressure

- Ability to anticipate issues and problems, to think beyond immediate issue to consider longer term implications and to clearly identify what needs to be done
- Expert in Microsoft Office suite
- A good understanding of financial and business skills management
- Strong qualitative and quantitative analytical skills
- Experience scheduling and coordinating a range of interconnected activities
- Ability to coach and develop staff
- Excellent time management skills
- Commitment to continuous improvement
- Sound understanding of tikanga and Treaty of Waitangi principles
- Demonstrates the drive and ability to improve own capability, including self-awareness and self-improvement focus
- Demonstrates integrity, discretion and an ethical approach
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Good understanding of relevant legislation e.g. Public Finance Act, State Sector, Employee Relations Act
- Understanding of the principles of best practice Human Resource Management
- A good understanding of the machinery of Government.

### **Relationships**

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

#### Internal

- Group Business Managers
- Deputy Secretary/Group Manager and their EA
- Divisional and Unit Managers
- Team Administrators
- Ministry staff within groups (on and offshore)
- Human Resources Group
- Finance Division
- Asset Management Division
- Staff and families going on posting

#### External

- Ministers' Offices
- Counterparts in other Government departments/agencies
- Ministry relocations agent
- Ministry service providers

## **Delegations**

As set out in the Ministry's Instrument of Delegation

### Financial

- Senior Group Administrator EMA will have delegated budget authority for transfers related costs.

### HR

- Responsible for the management of 3-4 direct reports

## **Mandatory Role Requirements**

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