



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

POSITION DESCRIPTION

Position Title

Administration Manager (Seconded) Addis Ababa

Reports To

Head of Misson Addis Ababa

Group

Europe, Middle East, Africa and Australia Group

Date Created/Updated

July 2017

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 that enable 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. Addis Ababa is a category F under the Ministry's classification system, the highest rating in terms of difficulty of living and working.

About the Position

The Administration Manager is responsible for managing the overall smooth running of the Post by managing administration staff responsible for the effective and efficient running of HR, Finance, Property, Procurement, Consular and office systems and processes (including IT, reception and records) in order that the strategic priorities of the Post can be achieved. This position maintains and enhances the effective running of the Post through its management of others, analysis of information and situations, problem identification and implementation of effective resolutions.

Over the next two years a key responsibility of this position will be the oversight and coordination of a property refurbishment and relocation project.

Key Accountabilities

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

The position has the following key accountabilities:

Management

- Manage Locally Employed direct reports and ensure the achievement of tasks outlined in each of their job descriptions.
- Effectively allocate work through ensuring staff have clear definitions of role responsibilities and accountabilities and clearly understand their performance goals.
- Support, coach and mentor team members, fostering a culture of learning, good team spirit and acknowledging team contribution and achievements.
- Ensure Post management are kept up to date with local staffing issues and any changes in local labour law.
- Act as authorising officer for payroll functions.

Financial Oversight

- Provide Ambassador with relevant financial information to ensure budget is managed in a cost-efficient and effective manner.
- Working closely with Team Administrator (Finance), finalise and oversee annual budget, and budget update.
- In accordance with the Ministry's Instrument of Delegation, and in consultation with Post management, exercise decision making authority relating to the deployment of financial resources, including with regard to reallocation of budget.
- Ensure compliance with monthly financial reporting requirements.
- Develop financial forecasts, outlooks and budgets for the Post, analysing the information and making budget management recommendations
- Identify any financial budget risk and mitigating actions, formulating recommendations to be presented and approval gained by Post Management
- Manage the quality assurance and financial audit process ensuring all post payments are made following approved processes and protocols and that manual payments are made with the right authorisations and there is full compliance with the Ministry's Internal Controls
- Develop and maintain a remote effective working relationship with the Group Business Account Manager and the Group Business Manager in head office seeking guidance and advice as required
- Provide Wellington with relevant post financial information as required in a timely manner.

Human Resources (HR)

- Provide HR advice, guidance and coaching to HOM and other line managers of local staff, on all HR and Overseas Services policies including and not limited to

recruitment, selection, performance management, disciplinaries, parental leave, induction, training, exiting the organisation and all other employment processes and issues that arise.

- Provide HR advice, guidance and coaching and manage the attraction, recruitment and selection processes for all Locally Engaged Staff positions across the Post
- Ensure accurate and timely salary runs for local staff and seconded staff allotments, accuracy of local staff leave recording and delivery of management reporting and employment law changes
- Keep up to date with local employment legislation, briefing all Post management and the HRS Account Manager as required to ensure the Posts acts within the legislation at all times.
- Build and maintain remote effective working relationships with the HR Business Partner, keeping them up to date with local staffing issues and any changes in local employment law.

Property

- Working with the Head of Mission and Asset Management Division, coordinate and supervise a property refurbishment and relocation project.
- Working closely with Property Manager, ensure that a planned maintenance programme is followed by contract staff.
- Working with the Head of Chancery/Deputy Head of Mission, ensure the Embassy operates securely on a day to day basis, including oversight of externally provided security guards
- Ensure Ministry property, assets, supplies and facilities are purchased, maintained and replaced in line with post business needs.
- Ensure effective working relationships are built and maintained with property and facilities service providers to efficiently account manage the contractual delivery in a timely manner
- Oversee the procurement process for the purchase / renewal of all property and technical assets, identifying and recommending the best options.
- Ensure accurate contract documentation is developed and maintained, and approved invoicing and payment procedures are followed.

Consular

- Provide essential consular advice to NZ citizens in countries to which the Post is, including:
 - Visiting and assisting New Zealanders in police cells, prisons or hospitals.
 - Arranging repatriation of remains and property.
 - Where NZ citizens have a lost or stolen passport.
 - Where emergency funds are required.
 - Where NZ citizens have been arrested.
 - Where an English speaking lawyer is needed, and in crisis situations (such as civil unrests or natural disasters).
- Consider financial assistance requests.
- Work with hospitals and prisons to ensure NZ citizens hospitalised or imprisoned have access to appropriate advice and services.
- Maintain effective working relationships with the Ministry's external service providers and Consular Division
- Manage consular databases for post.
- Provide notarial services and update consular database accordingly.
- Maintain a good working relationship with consular partners.
- Maintain the post's Contingency and Emergency Evacuation plan.
- Participate with seconded staff in the Embassy's after-hours consular duty phone roster.

General Administration

In conjunction with Embassy Executive Assistant/Office Administrator:

- Maintain consistent office practices in line with the Ministry's head office functions, ensuring accuracy of processes and adequate records for audit purposes are kept.
- Manage the post's website, updating as necessary.
- Ensure compliance with the Ministry's style guide, travel policy, procurement requirements, delegations, and timely delivery of internal reports.
- Provide advice and assist Wellington with post connectivity and IT performance issues
- Draft correspondence including formal communications with the host country as required.
- Ensure reception is managed in a manner that ensures customer service and enhances New Zealand's reputation.
- Oversee the management of post records including the electronic file structure for post records.

Organisational Responsibilities

- Ensure all Ministry 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 as required.

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.

Other

- The job holder is expected 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.
- The position may require the job holder to carry out on-call duties from time to time.

Qualifications, Skills, knowledge & experience

The following are required:

- A relevant tertiary qualification and / or relevant previous work experience
- Experience managing a property refurbishment and relocation project
- 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, political and social environments
- Excellent English language written and oral communication skills. Knowledge of Arabic is an advantage.
- Demonstrated ability to build and maintain effective relationships and work effectively in a team environment
- Highly competent in Microsoft Office suite
- 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 – sets 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
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Relationships

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

Internal

- Head of Mission / Post
- Other seconded staff
- Locally Employed Staff

External (outside Post)

- Local Foreign Ministry (particularly the Consular section)
 - Relevant NZ Ministry of Foreign Affairs and Trade divisions
 - NZ government agencies
 - Consular staff in other diplomatic missions
 - Honorary Consul network
 - Local police, government authorities, ambulance and medical services, funeral directors
 - Embassy Service providers
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Delegations

As set out in the Ministry's Instrument of Delegation this role holds LOA5.

Number of Staff: 5 direct reports

Mandatory Role Requirements

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