

Position Description

Position Title Executive Assistant to the Ambassador/Public Affairs Support

Post Berlin

Category Locally Engaged Staff

Reports to Administration Manager

Last Review Date July 2024

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 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 courage, impact, Manaakitangi (we honour and respect others) and Kotahitanga (we draw strength from our diversity).

About the Position The Executive Assistant is responsible for (1) providing executive assistance and administrative support to the Ambassador to ensure the smooth and efficient operation of the office; (2) supporting the Embassy's public diplomacy outreach; (3) managing and responding to public information requests; (4) protocol matters and consular back-up support

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

Internal (within Post)

- Head of Mission / Post
- Administration Manager
- Other Staff (including NZ Inc staff)

External (outside Post)

- German Federal Foreign Office, including Protocol Department
- Counterparts at other diplomatic missions in Berlin and at other New Zealand posts
- Institutions engaged in NZ's public diplomacy work (e.g: cultural institutions)
- Foreign Office and Embassy contacts in other countries of accreditation - currently Switzerland, Czech Republic and Liechtenstein - (Protocol, EA counterparts)
- New Zealand Agencies

Key accountabilities The position has the following key accountabilities:

Executive Support to the Ambassador

- Provide EA and administrative services to the HOM e.g., email and call screening, placing of calls, scheduling appointments and diary management, coordination of inwards invitations, meeting and greeting of and provision of hospitality to visitors, drafting of correspondence for the HOM's signature etc.

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- Keep HOM's programme updated, organise and follow-up on appointments, deal with phone calls/enquiries and handle general correspondence as required
 - Arrange HOM travel and make appropriate booking (hotel, train, flights).
 - Maintain databases of core Embassy network contacts – for invitations, NZ community etc
 - Support Ambassador's financial accountability and expense claim responsibilities.
 - Support consular services and provide back-up in the absence of the Consular Adviser/Team Administrator.

Visits

- Provide logistical assistance during official visits including organisation of VIP facilitation, preparation of guest lists, invitations, programmes, briefings, run sheets and other documentation
- Maintain and update Embassy database for bilateral policy and cultural contacts as well as New Zealanders registered with the Embassy
- Liaise with German ministries, offices of parliamentarians, local and regional senior officials, businessmen, offices of bilateral Ambassadors, etc.
- Coordinate hotel and travel bookings for staff and official visitors from Wellington and other posts (with Orbit/Posts)

Protocol

- Liaise with German Ministry of Foreign Affairs, Customs, and other Embassies
- Handle protocol matters on behalf of the Embassy and New Zealand Trade & Enterprise, including first arrival accreditations of SNZ, local staff employment permits, private employment of diplomatic spouses and domestic staff (registration with the German Foreign Ministry at their arrival, departure, etc.), vehicle registrations
- Prepare and dispatch Third Person Notes to the German Ministry of Foreign Affairs for the above requirements and/or any specific requests to other Embassies
- Obtain/renew airport passes for nominated staff including HOM and DHOM

Public & Cultural Diplomacy

- Assist with the implementation of a Public Diplomacy strategy to achieve a positive public perception and image of New Zealand in Germany
- Assist with seeking opportunities for closer cultural and sporting ties between Germany and New Zealand that contribute to or enhance bilateral objectives
- Oversee the public information service, including managing the Embassy email inbox, and distributing invites/requests for action; Respond to requests for information

Representational Functions

- Organisation and management of representational functions (including breakfasts, lunches, dinners) and promotional opportunities at the Official Residence and New Zealand Embassy (including invitations, seating plan, menu, guests list, placement cards; liaise with Residence staff)
- Provide advice and guidance for events undertaken by or in conjunction with New Zealand agencies (NZTE, Education NZ, Investment NZ, Tourism NZ, etc), particularly if using the NZ Residence
- Support arrangements for hiring additional equipment and furniture as required
- Assist with maintaining the Residence cellar and monitor wine and beverage supplies, and ensure that records are maintained and updated for tracking official stocks
- Assist with maintaining stocks and inventory of silverware, glassware and crockery (Residence and Chancery)

Presentation Items & Gifts

- Manage stock of representational "presentation items" (gift to officials); Record purchases and gift giving (date, item, person, reason)

Organisational Responsibilities

- Ensure all 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

- Act as Relief receptionist (along with other locally employed staff)
- Maintain an up-to-date Desk File
- Other duties as required

Qualifications, skills and experience

You must have the following qualifications, skills and experience:

- Ideally three to six years' previous successful experience in a support role to a manager and/or team including office management and customer care
 - Appropriate tertiary qualification (Master level)
 - Demonstrated experience organising representational functions/events and organising/managing cultural events
 - Demonstrated ability to contribute to and work within a team
 - Excellent written and oral communication skills (in both English and German)
 - Demonstrated ability to build and maintain effective relationships
 - Excellent Microsoft Office skills
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**Additional
Comments**

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- 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 range of people
 - 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
 - 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 in local conditions
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- 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
 - This role requires in-person presence at the New Zealand Embassy during working hours
Remotely working from home is likely to be very limited
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