

Position Title - Ingoa Tūranga

Team Administrator Maintenance

Group - Puni

AAG

Division - Tānga

New Zealand High Commission Kuala Lumpur

Reports to - Menetia

Administration Manager

Position created November 2024

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
 - **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
 - **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
 - **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.
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Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

Provide an outline of the position here.

- Team Administrator Maintenance is responsible for the maintenance of Post properties and facilities including the Official Residence, Chancery (Office), Seconded Staff Residences, vehicles and other assets, to ensure the efficient and smooth running of the Post, in compliance with the Ministry of Foreign Affairs and Trade's policies and procedures. The position reports to the Administration Manager.
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Key Accountabilities - Kawenga Matua

The position has the following key accountabilities:

Property

- Maintain and implement a maintenance forward schedule for the Chancery and Official Residence.
- Oversee building facilities management contract by liaising with Account manager on all Chancery maintenance, monitoring their monthly reporting and follow-up any outstanding issues.
- Oversee all contracts for maintenance services at the Official Residence and monitor performance.

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- Support the Administration Manager in identifying lease properties for seconded staff housing, negotiating lease terms and conditions including rent levels and liaise/organise as appropriate all maintenance requirements at leased properties.
- Identify general maintenance requirements for Chancery and Official Residence and action necessary works, consistent with health and safety requirements.
- Undertake yearly inspection of leased properties to ensure care of property and supplied furniture and equipment, and to check on health and safety standards. Identify items which require replacement and update inventory if required.
- Support the Administration Manager in liaising with real estate agencies on end of lease requirements and undertake end of lease inspection with seconded officer and real estate agencies.
- Oversee the purchase of replacement furniture, equipment and vehicles as required in consultation with the Administration Manager..
- Maintain official Ministry registers i.e. AIMS, Assets and inventories.
- Assist the Senior Team Administrator in obtaining quotes for furniture, equipment, office supplies, maintenance and repairs. Procure items or works as required and ensure appropriate accounting processes are followed.
- Working together with the Administration Manager, arrange for the disposal of furniture, equipment, and vehicles.
- Undertake quarterly inspections of the Official Residence to check on condition, level of maintenance and health and safety standards.
- Support the preparation of the property and facilities management components of the Post budget ensuring routine and specific maintenance is budgeted for
- Support the management of assets and facilities ensuring accurate documentation (e.g. leases, rental returns, contractors, insurances, drivers licences) and records, following approved invoicing and payment procedures, and checking costs incurred are within budget and approvals
- Support the maintenance of Post electrical and communications equipment e.g. phones, copiers, kitchen equipment etc.
- Supervise tradespeople working at Post properties including verifying quality of work completed.

Other

- Supporting ad-hoc tasks assigned by Administration Manager, DHOM and HOM, which could involve assisting with various projects, providing additional support to team member, or addressing urgent needs within the Post.

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, visits, and emergency response situations.
- Provide cross-cover for other members of the administration team as tasked by the Administration Manager during periods of staff leave or absences.

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.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Team Administrator Maintenance will have the following experience, skills and knowledge:

- Strong work ethic and flexible approach – this is a busy and varied role.
- Initiative and ability to be proactive. Can demonstrate quick thinking and resourcefulness to anticipate and diagnose problems and find solutions.
- Advanced organizational skills, ability to prioritize tasks, manage schedules, and handle paperwork efficiently is essential. You should be adept at handling documentation, filing systems, and managing records related to maintenance activities.
- Understanding of maintenance procedures, equipment, and systems relevant to the High Commission's facilities is essential. This might include knowledge of HVAC systems, electrical systems, plumbing and general facilities maintenance.
- Strong written and verbal communication skills in Bahasa Melayu and English. Effective communication is key for coordinating with team members, contractors, and other departments. You'll need to be able to convey instructions clearly, resolve conflicts diplomatically, and collaborate effectively with diverse groups of people
- Able to troubleshoot and make decisions under pressure. .
- Details focused - maintenance work often involves dealing with intricate system and equipment, ability to pay attention to the details is required to ensure tasks are completed accurately and safely.
- Able to understand and enforce safety protocols and regulations to ensure a safe working environment for your team and compliance with legal requirements.
- Maintenance work can be unpredictable, with tasks and priorities changing frequently. Being able to adapt to new challenges and environment is crucial for success in this role.
- Capacity to work collegially with a multi-ethnic group of colleagues within the Post.
- Demonstrated high standards of integrity and honesty.
- Valid clean drivers licence.

Relationships - Pātahitanga

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

Internal (within the New Zealand Ministry of Foreign Affairs and Trade)

- Head of Mission / Post
- Administration Manager
- Deputy Head of Mission
- Other High Commission colleagues
- Group Business Manager, Wellington
- Regional Assets Manager (AMD)
- Official Residence staff (Housekeepers & guards)

External (outside the New Zealand Ministry of Foreign Affairs and Trade)

- Administrators in other key diplomatic missions
- Other New Zealand Agencies
- Local utility providers
- Local contractors and suppliers
- Local security companies
- Property and facilities management providers
- Local and NZ contractors and suppliers

Delegations - Whakatautapatanga

- This role is not responsible for the management of any direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must be able to obtain and maintain an appropriate New Zealand High Commission Management Security Clearance
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