



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

POSITION DESCRIPTION

Position Title

Team Administrator

Reports To

Administration Manager

Group

Multilateral and Legal Affairs Group (MLG)

Date Updated

November 2016

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:

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 Post

The New Zealand Permanent Mission in New York represents the New Zealand Government to the highest standards of professional excellence in multilateral diplomacy and international development at the United Nations (UN). This is done through building and enhancing relationships with UN Member states and agencies of the United Nations to enable the government to fulfil its multilateral priorities and international obligations.

The Mission takes a distinctively New Zealand approach that reflects our country's culture diversity and heritage. Professionalism, leadership, respect, collaboration and creativity are core values to which the Mission aspires.

About the Position

The Team Administrator is responsible for providing general administrative support to help ensure the efficient and smooth running of the office.

Also responsible for providing first level IT support for all staff at the Mission.

Key Accountabilities

The position has the following key accountabilities:

Administration

- Provide Administration Support to Policy Staff, including but not limited to:
 - Drafting of correspondence
 - Finalisation and printing of UN Statements
 - Assistance with briefing
 - Coordinate meetings, take minutes and allocate action points
 - Research
 - Travel bookings
 - Destruction of classified documents
 - Assist with settlement of new staff
- Manages Intern recruitment twice a year and responsible for all aspects of logistical assistance with Intern Management
- Prepare the necessary documentation to establish new staff, dependents and Interns at post (e.g. United Nations and State Department accreditation, bank and accommodation letters etc)
- Maintain the UN Candidacies databases
- Maintain the Mission Forward Planner and Outreach Spreadsheet
- As the NYK Mailbox Administrator ensure that the Post and Webmail mailboxes are checked and cleared regularly
- Manage the inward mail processes
- Coordinate the annual distribution of the United Nations Handbook
- Management of diplomatic airfreight bag and safehand bag
- Assist other staff when work pressures arise

Technology

- As Post Technology Coordinator (PTC), act as the central point for IT problems at Post and liaise with Service Centre and Washington TSS as required
- Provide comprehensive IT support at/to office, including:
 - Provision of first level IT support to all office staff, i.e. LANs, desktop PCs, laptops, printers, mobile devices, etc.
 - Provision of first level support for "other IT systems" at the office, i.e. internet services, WAN services, audio/visual suites etc.
- Log requests into Global Service Portal for new or departing staff
- Undertake the installation, maintenance, movement and disposal of IT equipment, including following Ministry procedures in identifying IT equipment to be disposed of, and seek approval from Wellington and maintain the IMD inventory return
- Participate in IT projects as required, i.e. rollout of new equipment/systems in conjunction with IMD.
- Develop and manage positive relationships with clients, colleagues and suppliers
- Provision of 'NZ Inc' first level support to other co-located agencies
- Work with local contractors as required

- Undertake personal and professional development and training to keep abreast of new developments, particularly in those areas related to the equipment the Post is responsible for

Property

- Manage property issues at the Chancery
- As required, supervise service personnel, contractors and cleaners at the office and staff properties
- Assist with arranging maintenance, quotes, purchasing and disposal of post property.

Security

- The following key technical abilities of this role assist in delivering to the Post and Ministry expert advice on technical and communications security.
- Undertake the role of Deputy Post Security Officer (DPSO), including:
 - Managing Post security processes, ensuring appropriate protocols are followed
 - Provision of first level support for security systems at the office where required, including access control, MIDS/LIDS, CCTV and locks
 - Maintain Post Security and Contingency Plan documents
 - Reporting any violations or compromises to Post Security Officer
- Undertake the role of Post Communications Security (COMSEC) custodian (PCC)
- Be familiar with the Post Security Instructions and adhere to these at all times.
- Act as an adhoc diplomatic courier to/from Washington

Front Desk

- Operate the telephone switchboard, control visitor access via main entrance and freight elevator, screen visitors and callers, take messages, accept deliveries, respond to general information enquiries
- Input visitor names into the Passage Point security register
- Provide building access to staff and visitors

Functions and Events

- Manage arrangements for functions, including receptions, dinners, lunches, seminars and meetings. This will include:
 - Arrange venues and catering
 - Manage invitations, RSVPs and guest lists
 - Manage setup of functions
 - Develop agendas and run sheets
 - Following up with attendees as required after the event
 - Keep Upcoming Events Spreadsheet up-to-date
- Meeting and greeting and provision of hospitality to visitors at the Mission

Visits

- Manage logistical arrangements for official New Zealand Government visits, which will include:
 - Preparation of programmes and booking appointments
 - Arranging transportation
 - Arranging briefing packs
 - Visitor Escort, as required
- Arrange accommodation bookings for high level visits.
- Arrange United Nations accreditation and passes for visiting delegates and other visitors to post.
- Arrange airport and railway station VIP facilitation

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies and external stakeholders
- 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
- Contribute to Ministry-wide projects and emergency response situations
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures
- 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

Other

- Undertake additional duties as required.

Qualifications, Skills, knowledge & experience

You must have the following qualifications, skills and experience:

- Sound experience in a business administration role
- Demonstrated experience of functions and processes in an office environment
- Proven numeracy and basic analytical skills
- Strong understanding of IT systems – both hardware and software especially Microsoft Office applications and document backup and security
- Successfully gain appropriate information about the user's problem and 'coach' users through to resolution
- Appropriately escalate issues
- Understanding of secure communications practices
- Excellent written and oral communication skills
- Attention to detail and thoroughness in following through tasks
- Demonstrated ability to build and maintain effective relationships and working within a team
- 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

- 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

Relationships

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

Internal (within Post)

- Permanent Representative
- Deputy Permanent Representative
- Administration Manager
- Other staff at Post
- Service Centre Staff
- Regional Technical Support Specialist WSH
- Departmental COMSEC Custodian
- Security Division

External (outside Post)

- Administrators in other key diplomatic missions
- Local contracts (e.g. security, IT, telephone service providers)
- Chancery Landlord
- Contractors and suppliers
- Other NZ Gov agencies (NZDF etc.)

Delegations

No Delegations

Mandatory Role Requirements

- Ability to obtain and maintain appropriate security clearance
- Must be a NZ citizen
- Be able to obtain and maintain a TSV +caveats New Zealand Government Security clearance
- Undertake duties as a Diplomatic Courier on behalf of the New Zealand Government as and when required to do so